

JEFF ATWATER
President of the Senate



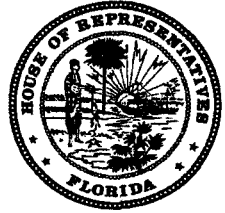
J.R. Kelly
Public Counsel

STATE OF FLORIDA
OFFICE OF PUBLIC COUNSEL

c/o THE FLORIDA LEGISLATURE
111 WEST MADISON ST.
ROOM 812
TALLAHASSEE, FLORIDA 32399-1400
850-488-9330

EMAIL: OPC_WEBSITE@LEG.STATE.FL.US
WWW.FLORIDAOPC.GOV

RAY SANSOM
Speaker of the House of
Representatives



December 17, 2008

Ms. Ann Cole, Commission Clerk
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RECEIVED-FPSC
08 DEC 17 AM 10:28
COMMISSION
CLERK

Re: Docket No. 080121-WS

Dear Ms. Cole:

Enclosed for filing, on behalf of the Citizens of the State of Florida, are the original and 15 copies of Late Filed Exhibit 193, Volumes I and II.

Please indicate the time and date of receipt on the enclosed duplicate of this letter and return it to our office.

Sincerely,

Charlie Beck
Deputy Public Counsel

CJB:bsr

cc: all parties of record

COM _____
ECR _____
GCL 4 _____
OPC _____
RCP _____
SSC _____
SGA _____
ADM _____
CLK _____

DOCUMENT NUMBER-DATE

11638 DEC 17 08

FPSC-COMMISSION CLERK

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

FILED: December 17, 2008

LATE FILED EXHIBIT 193

VOLUME I

DOCUMENT NUMBER-DATE

11638 DEC 17 08

FPSC-COMMISSION CLERK

TAVARES RIDGE HOMEOWNERS ASSOCIATION
PO BOX 1145
TAVARES, FL 32778
352-217-5469
<http://www.tavaresridgecha.embarqspace.com>

RECEIVED-FP
08 DEC -4 PM 2:22
COMMISSION
CLERK

Dear Sirs:

Enclosed is a petition signed by over 100 of the residents of Tavares Ridge Condominiums, Tavares, Florida. The residents of Tavares Ridge wish to voice their objection to the proposed increase of Aqua Utilities water rates. Aqua Utilities has increased their rates several times over the last few years. Every time they changed their name – Aqua, Inc, Aqua Source, and Aqua Utilities – the rates have been increased, but the service has not. We have had complaints of high chlorine smell in the water, sand in the pipes, and some backups.

Tavares Ridge owners are mostly retired people living on fixed incomes; and with the change in the economy the last few years, the residents are now suffering greatly. Our foreclosure percentage has increased greatly, as have the delinquency of maintenance fees. Now Aqua Utilities wants to increase our water rates again. We have residents whose water bills are over \$100 a month for just the basic use of a normal family. Some of our residents have lived here for 20 years and have watched these rates increased drastically over the years. Please help us! All these cost of living increases are jeopardizing our home ownership.

Tavares Ridge owners would greatly appreciate your consideration of our financial struggles while debating the proposed water rate increase by Aqua Utilities.

Thank You


June Senger

President of

Tavares Ridge Homeowners Association

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO.	02419-08	
DISTRIBUTION:	ECR, OCA	

DOCUMENT NUMBER-DATE
11638 DEC 17 08
FPSC-COMMISSION CLERK

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd
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Docket No. 080121-WS

As residents of Tavares Ridge Condominiums we oppose the increase in rates requested by Aqua Utilities Florida. We also object to the interim rates the board approved. The news tells us to tighten our belts during this economical disaster but the water and sewer companies have raised rates and now again for the second time.

The current "interim" rates have us in a strangle hold. Many of us are on fixed incomes and don't know from where the money is to come. Seniors are going to be forced to use laundromats and save bath and shower water to flush the commodes. Water is a vital life-line and your decision in this matter is critical to our lives.

Their requested increases of over 100 % on the water and 400% on waste water is intolerable at this time.

Thank you for your time and consideration.

35. Ann Mow 12449 TAVARES Ridge on TAVARES St. unit 673
36. Irene Gabeln 30222 Tavares Ridge Blvd Tavares FL unit 128
37. Di Anne Water 30229 Tavares Ridge Blvd Tavares #127
38. SEAN GARRIEL 30227 TAVARES Ridge Blvd #7 SULLY
39. Tina Griffiths & Al Voss 30232 Tavares Ridge Blvd
40. Di Ann 30230 Tavares Ridge Blvd
OLIVIA T. MOULTON
41. Tim Childers 30241 TAVARES Ridge Blvd unit 2
TAVARES, FL 32178
42. MICHAEL DAVIS
12220 TAVARES RIDGE Ct. 32178
43. Antonio Barrera Jessica Baker 12232 Tavares Ridge Ct.
44. Cecile Maller 12238 TAVARES Ridge Ct.
Allison Lane
45. Corey Lane 12244 TAVARES Ridge Ct.

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24. Kiki + June Jagers 12330 Tavares Ridge Cir.
Unit 138
25. Emory C Waverf. 17326 Tavares Ridge Cir.
26. Dan White 12302 TAVARES RIDGE CIR.
27. Lisa Stapleton 12302 TAVARES ROY, CIR.
28. Charles Feld 12248 Tavares Rdg Cir.
Elizabeth Feld Unit 132 TAVARES FL 32778
29. Larry Saunders 12242 Tavares Ridge Cir
Betty Saunders Unit #131
30. Barbara Shivers 12326 Tavares Ridge Ct
Unit #142
31. Amy Willie 12236 TAVARES Ridge Circle
32. Jennifer Cavallaro 12225 Tavares Ridge Cir
Unit 156
33. John Higley Unit 125 12230 TAVARES RIDGE CIRCLE
34. Mrs. Mariann Giglio 12230 TAVARES RIDGE CIRCLE
12230 TAVARES Ridge Circle

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12. Brandi A. Bailey Bramble Bailey 12328 Tavares Ridge Ln. TAU. F1 32778
13. Jonathan Gibbs 12328 Tavares Ridge Ln TAU. F1
14. Evelyn V. Marquer + Sham Lewis 12311 Tavares Rd. 32778
In. TAU FL 32778
15. Barbara Waldrop 12317 Tavares Ridge Lane Fla 32778 #118
16. Ken Beehm 12323 Tavares Ridge Fla.
17. Keith Smith " "
18. Patsy Craft 12346 Tavares Ridge Lane #112
19. Ruth Bantz 12340 Tavares Ridge Lane #111
20. Clami Platt 12347 Tva. Ridge Ln. Unit 113
21. Mrs Mrs Fred Goff 12427 TR Circle Unit 77
22. Rebynn Poole 12338 Tavares Ridge Circle Unit 139
23. Kenneth & Nancy Porter 30032 Tavares Ridge Blvd.

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1. Carolyn Young / Lee HANSEN UNIT 121, 12249 TAVARES Ridge Ln.
2. THOMAS Fortier / JOANN Roy Unit 122 12243 TAVARES Ridge Ln
3. JOSEPH TOWNE / MERI TOWNE / UNIT 123 12237 TAVARES Ridge Ln.
4. Shirley Weekley / Warren Weekley / Unit 124 12231 TAVARES Ridge Ln.
5. ARLENE WILLIAMS Unit 101 - 12230 TAVARES Ridge Ln
6. Harold + Dorothy Williams 106-12236 TAVARES Ridge Ln
7. JOSEPH + Helma Grabowski - 12242 TAVARES Ridge Ln.
8. Tom + Jo Ann Rabette Unit 105 12304 TAVARES Ridge Ln.
9. Cathy Lee, Unit 106, 12310 TAVARES Ridge Lane
10. CONNIE + ELADIO PEREZ 12316 TAVARES Ridge Ln TAVARES FL 32718
11. MERVYN KATZ 12322 TAVARES RIDGE Ln TAVARES FL 32718

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30109 BENJAMIN PICKENS
TAVARES RIDGE BLVD



JOSH PAKES



Holly Sumner 30207 Tavares Ridge Blvd.
Carolyn Johnson 30113 Tavares Ridge Blvd

Conacy Camasquillo 30112 Tavares Ridge Blvd

Anthony 30112 Tavares Ridge Blvd

John Cape 30112 Tavares Ridge Blvd

John C. 30114 Tavares Ridge Blvd

Lucinda Hooper - 30114 T.R. Blvd

Virginia M. Dandridge 30117 T.R. Blvd

W. H. Bell 30116 T.R. Blvd

Ed Dyer 30207 Blvd

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Thank you for your time and consideration.

W. Jean Wartin
30002 TAVARES Ridge Blvd
TAVARES, FL. 32778

Dennis ~~Rick~~ Johnson
30046 Tavares Ridge Blvd

Margaret King ~~Blvd~~ Blvd

~~John~~ 1243 Tavares Cir
John J. Fisher 12444 Tavares Ridge Circle
12438
Frank B. Papp 30217 Tavares Ridge Blvd.

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Andrew J. [unclear] 30036 TAVARES RIDGE BLVD
Ellen J. [unclear] 30036 TAVARES RIDGE BLVD
June [unclear] 30007 TAVARES RIDGE BLVD.
[unclear] 30038 TAVARES RIDGE BLVD
[unclear] 30038 TAVARES RIDGE BLVD
Janice [unclear]
Constance Lee 30053 TAVARES RIDGE BLVD.
Howard E. Schwinn 30031 TAVARES RIDGE BLVD
Rosemary Schwinn 30031 TAVARES RIDGE BLVD
Rose Ann Walsh 30041 TAVARES RIDGE BLVD
Beth & Fred Vaillancourt 30043 TAVARES RIDGE BLVD
Auber Queen 30037 TAVARES RIDGE BLVD
Mrs Alden Fishman 30035 TAVARES RIDGE BLVD
Gail F. Parkhurst → 30042 TAVARES RIDGE BLVD.
Mary Coyle 30045 TAVARES RIDGE BLVD.

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Joan Thomas 30018 Tavares Ridge Blvd.

Chris Kueper 30014 Tavares Ridge Blvd.

Mark Rupp 30012 Tavares Ridge Blvd.

Pats Lynch 30012 Tavares Ridge Blvd.

Ludell Kaban 30014 Tavares Ridge Blvd.

Ronnie Gray 30017 TAVARES Ridge Blvd

Steve Gray 30026 TAVARES RIDG. BLVD.

Andrea Zick 30032 Tavares Ridge Blvd.

Albert Winters 30026 " " "

Melony Bailey 30016 Tavares Ridge Blvd.

Jonathan M. Bailey 30016 Tavares Ridge Blvd.

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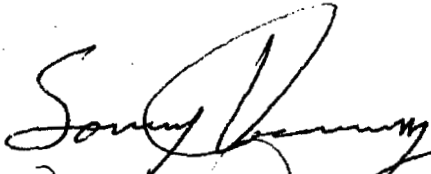
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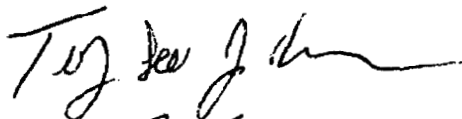
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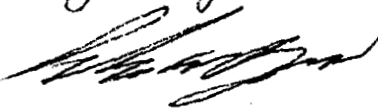
Thank you for your time and consideration.

 30011 Tavares Ridge Blvd.

 30017 Tavares
Blvd

Susan Jordan 30048 Tavares Ridge Blvd.

 30048 Tavares Ridge Blvd.

 30027 TAVARES R. RIDGE BLVD.

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Thank you for your time and consideration.

Marica G. Lanier - 12314 Tavares Ridge Circle
Tavares FL. 32778

Paul Kelde 12308 TAVARES Ridge Circle
Tavares FL. 32778

Tom Fer Kelde
DOROTHEA DEMBROWSKI 12320 TAVARES RIDGE CIRCLE
TAVARES FL. 32778

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Thank you for your time and consideration.

C. McTully 30113
Nicole Smith 30113

Ridge Realty 11/30/08 Joseph A. Acular 30205
30213 Tavares Ridge Blvd Lisa A Scanlon 30205
A.A. Sharon E. Cum 30201
12340 Tavares Ridge Lane Ron Yun 30201
Mark Johnson William F Brown 30129
30225 Tavares Ridge Blvd John 30139
Jeanne Das 30139
Rebecca ~~Starr~~ Ober 30153
30219 Tavares Ridge Blvd [Signature] 30135
30219 Tavares Ridge Blvd Jean Brown 30129
ROBERT ZEHNER 30119
30119 TAVARES RIDGE BLVD [Signature] 30119
Don Zehner 30103
30103 TAVARES RIDGE BLVD [Signature] 30103

These are Aqua Utilities Florida, Inc. responses to customer's who received a "B" letter.

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 02419-08
DISTRIBUTION: _____

RECEIVED-FPSC
08 DEC -14 PM 2:21
COMMISSIONER
CLERK CLERK

August 8, 2008

Mr. Charles M. Davis, Sr.
8103 Plank Road
Dillwyn, VA 23936

RE: Docket Number 080121-WS

Dear Mr. Davis:

I am writing in response to your June 24th letter to the Florida Public Service Commission, in which you said that many residents of the Zephyr Shores Estates have complained of errors in their meter readings. Customer service is a top priority at Aqua, and I personally attended a homeowners association meeting on April 18th in your community to address residents' concerns.

We have reviewed your account, which you closed on April 14, 2008, but our records don't show any calls about your meter readings. Jermaine Whitaker, an Aqua customer service representative, has called and left a voice mail message for you so that we can resolve any outstanding issues.

One of our major efforts in the past year has involved the installation of radio frequency (RF) meters at our customers' homes. This means Aqua field representatives no longer will have to enter your property to read the water meter, and the new meter will provide greater accuracy in reading. Zephyr Shores is scheduled for new meter installation toward the end of this month.

I hope this information addresses your concerns to your satisfaction. If you have additional questions or comments, please call me or Stacey Barnes at 352.435.4043. Thank you for the opportunity to respond; I look forward to continuing to serve you.

Sincerely,



Jack Lihvarcik
Chief Operating Officer

c Christopher H. Franklin, Aqua America
Bev DeMello, Florida Public Service Commission
Janet Brunson, Florida Public Service Commission

August 8, 2008

Mr. Joseph Stakun
35113 Danny Drive
Zephyrhills, FL 33541

RE: Docket Number 080121-WS

Dear Mr. Stakun:

I am writing in response to your emails to the Florida Public Service Commission and to Representative Weatherford, in which you described your concerns about Aqua Utilities Florida. Please know that we take customer service very seriously — you may recall that I personally attended a homeowners association meeting on April 18th in your community to address residents' issues.

In your email, you referred to monthly basic charges even when residents are absent. I understand your concern, and your question is not an uncommon one. I would like to take this opportunity to explain why you are assessed charges even when you are away.

The water and lines that bring water to your home must be continually maintained to ensure they function properly every day. The same is true concerning the wastewater lines that carry sewage from your home. All utilities face fixed costs to maintain water and wastewater treatment plants, as well as these lines, to ensure service is available whenever you turn on a faucet or flush a toilet. While you may not require service every day of the year, service must be available at your demand. Most utilities — whether water, electric, or natural gas — operate the same way: A bill will be issued to the customer for a base charge that represents the costs necessary to maintain the system and meet its obligation to provide service whenever the customer requires it.

Currently, there is one predominate type of rate structure the Public Service Commission approves for water and wastewater utilities. Pursuant to the Rule 25-30.437(6), Florida Administrative Code, utilities are required to use the base facility and usage charge rate structure, unless an alternative rate structure is adequately supported. The base facility charge incorporates fixed expenses of the utility and is a flat monthly charge. This charge is applicable as long as a person is a customer of the utility, regardless of whether there is any usage. The usage charge incorporates variable expenses and is billed on a per 1,000 gallon or 100-cubic-foot basis in addition to the base facility charge.

This rate structure is the preferred structure for a number of reasons. The base facility charge is based upon the concept of readiness to serve all customers connected to the system. This type of structure allows each customer to pay his or her fair share of the costs, regardless of whether the customer receives residential, commercial, or other type of service. Also, customers that have high consumption levels have higher bills than those with low consumption levels. By using the base facility charge rate structure, a utility recovers its fixed costs through the base charge and its variable costs through the gallonage charge. The base facility charge is applicable to all customers each month, the gallonage charge is based on each customer's actual consumption during the month.

Also, pursuant to Rule 25-30.335(9) of the Florida Administrative Code, if a utility utilizes the base facility and usage charge rate structure and does not have a Commission-authorized vacation rate, the utility *shall* bill the customer the base facility charge regardless of whether there is any usage. This allows the utility to recover its fixed expenses. Further, Aqua currently has a Commission-approved tariff on file. According to Rule 30.0, of its Commission approved tariff:

If service is terminated and resumed at the same address to the same Customer within twelve (12) months or less from the date of termination, a monthly standby charge equivalent to the Base Facility Charge, will be collected by the Company as a condition precedent to restoration of service to that Customer. If the Base Facility rate structure is not in effect, one half of the approved minimum bill will be charged for each billing period. The standby charge will be collected for each month, not to exceed twelve (12) months.

In your email, you also questioned Aqua's need for a rate increase. The reason Aqua has requested a rate increase is to help recover the capital we've spent to make capital improvements to our water and wastewater systems and to recapture operating costs. Since Aqua acquired our Florida water systems in 2003 and 2004, we have spent about \$30 million for water and sewer infrastructure improvements statewide. Rate increases provide a way for utilities to recover capital dollars so we can continue to maintain and improve the systems, but most of Aqua's water and wastewater customers in Florida have not received a rate increase in about 10 years.

Your email also notes that some of your neighbors are experiencing problems. I would appreciate your forwarding their names to me so that I can address their concerns. If you have additional questions, please contact me or Stacey Barnes, Customer Field Service Supervisor, at 352.435.4043. Thank you for the opportunity to respond.

Sincerely,



Jack Lihvarcik
Chief Operating Officer

c Christopher H. Franklin, Aqua America
Bev DeMello, Florida Public Service Commission
Janet Brunson, Florida Public Service Commission

August 11, 2008

Mr. Carl L. Gibson
1008 Coleman Street
Charlottesville, VA 22901

RE: Docket Number 080121-WS

Dear Mr. Gibson:

I am writing in response to your recent letter to the Florida Public Service Commission, in which you described your concerns about whether Aqua Utilities Florida is accurately reading your water meter. Aqua values our customers very much; please allow me to respond to your questions.

Our customer service center reviewed your account and confirmed that you received an invoice for 4,200 gallons in January 2007. According to our records, this bill included actual usage from the preceding two months. We had previously billed you for the usage in those two months based on estimated reads, which were lower than the actual meter read.

In your letter, you also expressed concern about your past several bills; your water bills have been based on actual meter reads at your property from October 2007 through April 2008. We turned your water off in April at your request.

Aqua has requested a rate increase to help recover capital we have spent to make improvements to our water and wastewater systems and to recapture operating costs. Since Aqua acquired our Florida water systems in 2003 and 2004, we have spent about \$30 million for water and sewer infrastructure improvements statewide. Rate increases provide a way for utilities to recover their investments so we can continue to maintain and improve the systems, but most of Aqua's water and wastewater customers in Florida have not received a rate increase in about 10 years.

I hope this information addresses your concerns to your satisfaction. If you have additional questions, please contact me or Stacey Barnes, Customer Field Service Supervisor, at 352.435.4043. Thank you for the opportunity to respond.

Sincerely,



Jack Lihvarcik
Chief Operating Officer

c Christopher H. Franklin, Aqua America
Bev DeMello, Florida Public Service Commission
Janet Brunson, Florida Public Service Commission

August 8, 2008

Ms. Rebecca J. Rouse
411 East Fourth Street
Chuluota, FL 32766

RE: Docket Number 080121-WS

Dear Ms. Rouse:

I am writing in response to your July 1st letter to the Florida Public Service Commission, in which you described your customer service and water quality concerns. Please allow me to respond to the issues you raised — and to explain why Aqua Utilities Florida is requesting a rate increase.

First, please accept my apologies that you received a letter in May about billing for sewer service. Aqua has confirmed that you use a septic tank. When your development was built, some customers were connected to the public sewer system within the same neighborhood as those on septic systems. Our letter was an effort to update our records and activate billing for all of our sewer customers.

You also referenced Aqua's efforts to improve the quality of your water. Chuluota's water supply has been challenging to treat for decades. When Aqua acquired the system in 2004, this water system — and others we acquired throughout Florida — had been poorly maintained for years. Our new treatment process in Chuluota has produced one sample meeting the federal MCL (maximum contaminant level) of less than 80 parts per million for total trihalomethanes (TTHMs). We must produce an average of four consecutive quarters of samples under the MCL in order to regain environmental compliance with EPA standards, and we believe we're on our way. In addition, we are actively working with the City of Oviedo to interconnect its water supply. It's our hope to reach a resolution in the near future.

Aqua has requested a rate increase to help recover the capital we have spent to make improvements to our water and wastewater systems and to recapture operating costs. Since Aqua acquired our Florida water systems in 2003 and 2004, we have spent about \$30 million for water and sewer infrastructure improvements statewide. Rate increases provide a way for utilities to recover their investments so we can continue to maintain and improve the systems, but most of Aqua's water and wastewater customers in Florida have not received a rate increase in about 10 years.

I hope this information addresses your questions and concerns to your satisfaction. If you have additional questions or comments, please call me or Stacey Barnes at 352.435.4043. Thank you for this opportunity to respond.

Sincerely,
Jack Lihvarcik
Chief Operating Officer

c Christopher H. Franklin, Aqua America
Bev DeMello, Florida Public Service Commission
Janet Brunson, Florida Public Service Commission

August 5, 2008

Ms. Lucy Matos
113 Rosemary Avenue
Sebring, FL 33870

RE: Docket Number 080121-WS

Dear Ms. Matos:

I am writing in response to your recent comment form to the Florida Public Service Commission, in which you described your concerns about whether Aqua Utilities Florida is accurately reading your water meter. Please know that we take customer concerns very seriously, and we want to provide the best possible service to you.

Our customer service center reviewed your account and confirmed that you've received invoices based on actual readings for the past five months, from March through July. Your February 2008 bill was estimated. Your estimate was high because we base estimates on past billings, and you had one large bill that increased your average. The following month (March), we canceled your February 2008 bill and recalculated it based on the actual meter read (March), which resulted in your \$80 credit. In November 2007, you also received a \$69 credit as a refund of Aqua's interim rates.

Our records show that you received a new radio-frequency meter in January 2008. I am sorry for any confusion, but we did not replace your meter in August as your letter indicated. One of our major efforts in the past year has involved the installation of RF meters at our customers' homes; this means Aqua field representatives no longer must enter your property to read the water meter, and the new meter provides greater accuracy in meter reading.

Aqua has requested a rate increase to help recover capital we have spent to make improvements to our water and wastewater systems and to recapture operating costs. Since Aqua acquired our Florida water systems in 2003 and 2004, we have spent about \$30 million for water and sewer infrastructure improvements statewide. Rate increases provide a way for utilities to recover capital dollars so we can continue to maintain and improve the systems, but many of Aqua's water and wastewater customers in Florida have not received a rate increase in about 10 years.

I hope this information addresses your concerns to your satisfaction. If you have additional questions, please contact me or Stacey Barnes, Customer Field Service Supervisor, at 352.435.4043.

Ms. Lucy Matos
Page 2

Thank you for the opportunity to respond.

Sincerely,

A handwritten signature in black ink, appearing to read "Jack Lihvarcik". The signature is written in a cursive, flowing style.

Jack Lihvarcik
Chief Operating Officer

c Christopher H. Franklin, Aqua America
Bev DeMello, Florida Public Service Commission
Janet Brunson, Florida Public Service Commission

August 8, 2008

Mr. John H. Delisa
13500 Tangelo Street
Sebring, FL 33875-9738

RE: Docket Number 080121-WS

Dear Mr. Delisa:

I am writing in response to your recent comment form to the Florida Public Service Commission, in which you noted that your account has a credit of more than \$200 and expressed your disagreement with Aqua Utilities Florida's rate request. Aqua values our customers very much; please allow me to address your concerns.

Your account contained a credit of \$194.21, which represented the remainder of your refund for interim rates put in place during Aqua's rate request of last year, which we later withdrew. A member of our customer service team has been in touch with you by phone, and Aqua has cut a check to you for the full amount. You should receive this check by the end of August. As indicated on the notice we mailed to customers last year, Aqua's policy is to credit customers' accounts for the refund of interim rates unless a customer contacts us to request a check.

Aqua has requested a rate increase to help recover capital we have spent to make improvements to our water and wastewater systems and to recapture operating costs. Since Aqua acquired our Florida water systems in 2003 and 2004, we have spent about \$30 million for water and sewer infrastructure improvements statewide. Rate increases provide a way for utilities to recover capital dollars so we can continue to maintain and improve the systems, but most of Aqua's water and wastewater customers in Florida have not received a rate increase in about 10 years. A cost comparison between services provided by local governments and private utilities doesn't necessarily compare apples to apples, for example, counties and cities don't pay taxes, and local governments can sometimes spread operating costs over different services and departments within the city.

I hope this information addresses your questions and concerns to your satisfaction. If you have additional questions or comments, please call me or Stacey Barnes at 352.435.4043. Thank you for the opportunity to respond; I look forward to continuing to serve you.

Sincerely,



Jack Lihvarcik
Chief Operating Officer

Attachment

c Christopher H. Franklin, Aqua America
Bev DeMello, Florida Public Service Commission

Janet Brunson, Florida Public Service Commission

August 5, 2008

Mr. Norman C. Negus
Ms. Patricia J. Negus
P.O. Box 202
Cora, WY 82925

RE: Docket Number 080121-WS

Dear Mr. and Mrs. Negus:

I am writing in response to your July 9th letter to the Florida Public Service Commission, in which you described your dispute of your June 10th water and sewer bills. Aqua Utilities Florida values our customers very much; please accept my apologies that this matter has not yet been resolved to your satisfaction.

Upon your request, an Aqua service technician visited your home on July 2nd and turned off your water until you return to Florida. Before he turned off the water, he observed the dial moving as he stood over it. Understanding that the house was vacant, he immediately recognized it as an internal leak. We would suggest that, when you return, you check your home for a leak.

I hope I've addressed your questions and concerns, but please call me or Stacey Barnes, Customer Field Service Supervisor, at 352.435.4043 if you would like to discuss this situation further. Thank you for the opportunity to respond.

Sincerely,



Jack Lihvarcik
Chief Operating Officer

c Christopher Franklin
Bev DeMello
Janet Brunson

AQUA.

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

T: 352.787.0980
F: 352.787.6333
www.aquautilitesflorida.com

August 29, 2008

Mr. Robert Murray
504 Yellow Tail Place
Chuluota, FL 32766

Dear Mr. Murray:

Thank you for attending your community's customer service hearing before the Florida Public Service Commission regarding the Aqua Utilities Florida (Aqua) pending rate request. We appreciate the time you took to share your views about Aqua. Please be assured that we have carefully considered the comments of all who testified and, as a result, have made several operational changes to improve our customer service.

At the hearing, you expressed concern about your bill being too high. Aqua has determined that your service had been set up incorrectly for a two-inch meter instead of a 5/8-inch meter. We corrected this error, cancelled your previous bills and re-billed your account based on the correct meter size. I apologize for this error. I am also sorry that you did not receive a return call from a supervisor as you requested.

The reason that Aqua has requested a rate increase is to recover the capital we've spent to improve our water and wastewater systems and to recover operating costs. Since Aqua acquired our Florida water systems in 2003 and 2004, we have spent about \$30 million for water and sewer infrastructure improvements statewide. Additionally, operating costs such as gasoline and chemicals have continued to climb. Rate increases provide a way for utilities to recover capital and operating dollars so we can continue to maintain and improve our systems. However, none of the systems Aqua has purchased have had base rate increases in about 10 years.

Again, thank you for attending the Oviedo customer service hearing last month. If you have additional questions or comments, please call me or Stacey Barnes at 352.435.4043.

Sincerely,



Jack Lihvarcik
Chief Operating Officer

cc: Christopher H. Franklin, Aqua America



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

T: 352.787.0980
F: 352.787.6333
www.aquautilitiesflorida.com

October 15, 2008

Mr. and Mrs. George Storms
903 Lake Josephine Drive
Sebring, FL 33875

RE: Docket Number 080121-WS

Dear Mr. and Mrs. Storms:

I am writing in response to your letter to the Florida Public Service Commission regarding the Aqua Utilities Florida (Aqua) pending rate request. We appreciate the time you took to share your views about Aqua. I would like to take this opportunity to address your concerns.

In July – after we received your letter – Aqua’s customer service department determined that your neighbor had a service line break and dispatched a crew to fix the problem. I understand that you were satisfied with our response. Please call Stacey Barnes at 352.435.4043 if you have additional concerns or problems.

In your letter, you asked about the quality of your water. At times, we hear concerns about hardness, calcification (a white residue), manganese (which could leave a purple or black ring in your toilet), and a chlorine taste or smell. Please be assured that water quality is of critical concern to us. Aqua has one of the nation’s top water quality laboratories, and we have spent a great deal of time, effort and money to meet state and federal health and environmental standards. In fact, we meet all state and federal standards in your water system. Every year, Aqua tests more than 6,300 water samples throughout Florida. If you have further questions about the water quality in the system where you live, you can visit www.aquaamerica.com and view your annual water quality report, which we publish and distribute before July 1 of every year.

We do realize, however, that meeting health and safety standards does not always provide you with the aesthetic qualities you’d like from your water. Qualities such as taste and smell have a tendency to change based on many different factors, and, as you might imagine, it would be extremely costly for us – and you – to install water filtration at every community well site. But you can rest assured that we test your water to make sure it is safe, and any calls regarding water quality will receive top priority when dispatched.

An Aqua America Company

Mr. and Mrs. George Storms
October 15, 2008
Page 2

The reason that Aqua has requested a rate increase is to recover the capital we've spent to improve our water and wastewater systems and to recover operating costs. Since Aqua acquired our Florida water systems in 2003 and 2004, we have spent about \$30 million for water and sewer infrastructure improvements statewide. Additionally, operating costs such as gasoline and chemicals have continued to climb. Rate increases provide a way for utilities to recover capital and operating dollars so we can continue to maintain and improve our systems. However, none of the systems Aqua has purchased has had a base rate increase in about 10 years.

Please call me or Stacey Barnes at 352.435.4043 if you have additional questions or would like more information. Thank you for this opportunity to respond to your concerns.

Sincerely,



Jack Lihvarcik
Chief Operating Officer

cc: Christopher H. Franklin, Aqua America
Bev DeMello, Florida Public Service Commission
Janet Brunson, Florida Public Service Commission



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

T: 352.787.0990
F: 352.787.6333
www.aquautilitiesflorida.com

August 27, 2008

Ms. Melanie Day
5120 Southwest 69th Street
Gainesville, FL 32608

Dear Ms. Day:

Thank you for attending your community's customer service hearing before the Florida Public Service Commission regarding the Aqua Utilities Florida (Aqua) pending rate request. We appreciate the time you took to share your views about Aqua. Please be assured that we have carefully considered the comments of all who testified and, as a result, have made several operational changes to improve our customer service.

At the hearing, you asked the location of our wastewater treatment plant for Arredondo Estates, which we provided to you immediately; this plant is on Archer Road.

You expressed concern at the hearing about whether your meter was working properly. Your account shows that Aqua installed a new meter at your home in November 2007, but did not update the new meter number in our data base. Although we fixed the problem in February, I apologize for the length of time it took to resolve – and that a supervisor did not return your call as requested. One of our major initiatives this year has been the installation of radio frequency (RF) devices and new meters at our customers' homes. The RF device allows all new meters to be accurately read without entering a customer's property. While any mass installation of meters will produce some errors, Aqua has recently installed an audit process to increase accuracy and reduce errors before they trigger billing problems.

You also asked about the quality of your water. At times, we hear concerns about hardness, calcification (a white residue), manganese (which could leave a purple or black ring in your toilet), and a chlorine taste or smell. Please be assured that water quality is of critical concern to us. Aqua has one of the nation's top water quality laboratories, and we have spent a great deal of time, effort and money to meet state and federal health and environmental standards. In fact, we meet all state and federal standards in your water system. Every year, Aqua tests more than 6,300 water samples throughout Florida. If you have further questions about the water quality in the system where you live, you can visit www.aquaamerica.com and view your annual water quality report, which we publish and distribute before July 1 of every year.

Ms. Melanie Day
August 27, 2008
Page 2

We do realize, however, that meeting health and safety standards does not always provide you with the aesthetic qualities you'd like from your water. Qualities such as taste and smell have a tendency to change based on many different factors, and, as you might imagine, it would be extremely costly for us – and you – to install water filtration at every community well site. But you can rest assured that we test your water to make sure it is safe, and any calls regarding water quality will receive top priority when dispatched.

The reason that Aqua has requested a rate increase is to recover the capital we've spent to improve our water and wastewater systems and to recover operating costs. Since Aqua acquired our Florida water systems in 2003 and 2004, we have spent about \$30 million for water and sewer infrastructure improvements statewide. Additionally, operating costs such as gasoline and chemicals have continued to climb. Rate increases provide a way for utilities to recover capital and operating dollars so we can continue to maintain and improve our systems. However, none of the systems Aqua has purchased has had a base rate increase in about 10 years.

I hope this information addresses your concerns to your satisfaction. If you have additional questions or comments, please call me or Stacey Barnes at 352.435.4043. Thank you for this opportunity to respond.

Sincerely,



Jack Lihvarcik
Chief Operating Officer

cc: Christopher H. Franklin, Aqua America



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

T: 352.787.0980
F: 352.787.6333
www.aquautilitiesflorida.com

October 15, 2008

Mr. and Mrs. Ray Fontaine
35116 Zephyr Shores Drive
Zephyrhills, FL 33541

RE: Docket Number 080121-WS

Dear Mr. and Mrs. Fontaine:

I am writing in response to your letter to the Florida Public Service Commission regarding the Aqua Utilities Florida (Aqua) pending rate request. We appreciate the time you took to share your views about Aqua.

I understand that our customer service department contacted you to discuss your water quality concerns. At times, customers ask about hardness, calcification (a white residue), manganese (which could leave a purple or black ring in your toilet), and a chlorine taste or smell. Please be assured that water quality is of critical concern to us. Aqua has one of the nation's top water quality laboratories, and we have spent a great deal of time, effort and money to meet state and federal health and environmental standards. In fact, we meet all state and federal standards in your water system. Every year, Aqua tests more than 6,300 water samples throughout Florida. If you have further questions about the water quality in the system where you live, you can visit www.aquaamerica.com and view your annual water quality report, which we publish and distribute before July 1 of every year.

We do realize, however, that meeting health and safety standards does not always provide you with the aesthetic qualities you'd like from your water. Qualities such as taste and smell have a tendency to change based on many different factors, and, as you might imagine, it would be extremely costly for us – and you – to install water filtration at every community well site. But you can rest assured that we test your water to make sure it is safe, and any calls regarding water quality will receive top priority when dispatched.

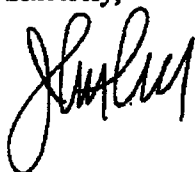
The reason that Aqua has requested a rate increase is to recover the capital we've spent to improve our water and wastewater systems and to recover operating costs. Since Aqua acquired our Florida water systems in 2003 and 2004, we have spent about \$30 million for water and sewer infrastructure improvements statewide. Additionally, operating costs such as gasoline and

Mr. and Mrs. Ray Fontaine
October 15, 2008
Page 2

chemicals have continued to climb. Rate increases provide a way for utilities to recover capital and operating dollars so we can continue to maintain and improve our systems. However, none of the systems Aqua has purchased has had a base rate increase in about 10 years.

Please call me or Stacey Barnes at 352.435.4043 if you have additional questions or would like more information. Thank you for this opportunity to respond to your concerns.

Sincerely,



Jack Lihvarcik
Chief Operating Officer

c Christopher H. Franklin, Aqua America
Bev DeMello, Florida Public Service Commission
Janet Brunson, Florida Public Service Commission



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

T: 352.787.0980
F: 352.787.6333
www.aquautilitiesflorida.com

October 15, 2008

Belva and Benton Stith
1779 July Court
Chipley, FL 32428

RE: Docket Number 080121-WS

Dear Mr. and Mrs. Stith:

I am writing in response to your letter to the Florida Public Service Commission regarding the Aqua Utilities Florida (Aqua) pending rate request. We appreciate the time you took to share your views about Aqua.

In your letter, you asked about the quality of your water. I understand that Aqua's director of quality assurance and training, Sue Gildea, called you early last month and created a service order to flush your lines. Please let Sue (610.645.4279) or me know if you have any additional concerns.

At times, we hear concerns about hardness, calcification (a white residue), manganese (which could leave a purple or black ring in your toilet), and a chlorine taste or smell. Please be assured that water quality is of critical concern to us. Aqua has one of the nation's top water quality laboratories, and we have spent a great deal of time, effort and money to meet state and federal health and environmental standards. In fact, we meet all state and federal standards in your water system. Every year, Aqua tests more than 6,300 water samples throughout Florida. If you have further questions about the water quality in the system where you live, you can visit www.aquaamerica.com and view your annual water quality report, which we publish and distribute before July 1 of every year.

We do realize, however, that meeting health and safety standards does not always provide you with the aesthetic qualities you'd like from your water. Qualities such as taste and smell have a tendency to change based on many different factors, and, as you might imagine, it would be extremely costly for us – and you – to install water filtration at every community well site. But you can rest assured that we test your water to make sure it is safe, and any calls regarding water quality receive top priority when dispatched.

The reason that Aqua has requested a rate increase is to recover the capital we've spent to improve our water and wastewater systems and to recover operating costs. Since Aqua acquired

Belva and Benton Stith
October 15, 2008
Page 2

our Florida water systems in 2003 and 2004, we have spent about \$30 million for water and sewer infrastructure improvements statewide. Additionally, operating costs such as gasoline and chemicals have continued to climb. Rate increases provide a way for utilities to recover capital and operating dollars so we can continue to maintain and improve our systems. However, none of the systems Aqua has purchased have had base rate increases in about 10 years.

Please call me or Stacey Barnes at 352.435.4043 if you have additional questions or would like more information. Thank you for this opportunity to respond to your concerns.

Sincerely,



Jack Lihvarcik
Chief Operating Officer

c Christopher H. Franklin, Aqua America
Bev DeMello, Florida Public Service Commission
Janet Brunson, Florida Public Service Commission



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

T: 352.787.0980
F: 352.787.6333
www.aquautilitiesflorida.com

October 15, 2008

Mr. Toby Linn
339 Water Oak Lane
Ormond Beach, FL 32174

RE: Docket Number 080121-WS

Dear Mr. Linn:

I am writing in response to your letter to the Florida Public Service Commission regarding the Aqua Utilities Florida (Aqua) pending rate request. We appreciate the time you took to share your views about Aqua. I would like to take this opportunity to address your concerns.

In your letter, you reported a strong sulfur smell in your water. I understand that you spoke with a customer service representative early last month and that a service crew investigated your concerns. Aqua found that water from a neighbor's well on Water Oak Lane was feeding into our system, and we notified the resident that he must install a backflow device. Sue Gildea, our Director of Quality Assurance and Training, left you a phone message with this update.

At times, we hear concerns about hardness, calcification (a white residue), manganese (which could leave a purple or black ring in your toilet), and a chlorine taste or smell. Please be assured that water quality is of critical concern to us. Aqua has one of the nation's top water quality laboratories, and we have spent a great deal of time, effort and money to meet state and federal health and environmental standards. In fact, we meet all state and federal standards in your water system. Every year, Aqua tests more than 6,300 water samples throughout Florida. If you have further questions about the water quality in the system where you live, you can visit www.aquaamerica.com and view your annual water quality report, which we publish and distribute before July 1 of every year.

We do realize, however, that meeting health and safety standards does not always provide you with the aesthetic qualities you'd like from your water. Qualities such as taste and smell have a tendency to change based on many different factors, and, as you might imagine, it would be extremely costly for us – and you – to install water filtration at every community well site. But you can rest assured that we test your water to make sure it is safe, and any calls regarding water quality will receive top priority when dispatched.

An Aqua America Company

Mr. Toby Linn
October 15, 2008
Page 2

The reason that Aqua has requested a rate increase is to recover the capital we've spent to improve our water and wastewater systems and to recover operating costs. Since Aqua acquired our Florida water systems in 2003 and 2004, we have spent about \$30 million for water and sewer infrastructure improvements statewide. Additionally, operating costs such as gasoline and chemicals have continued to climb. Rate increases provide a way for utilities to recover capital and operating dollars so we can continue to maintain and improve our systems. However, none of the systems Aqua has purchased has had a base rate increase in about 10 years.

Please call me or Stacey Barnes at 352.435.4043 if you have additional questions or would like more information. Thank you for this opportunity to respond to your concerns.

Sincerely,



Jack Lihvarcik
Chief Operating Officer

c Christopher H. Franklin, Aqua America
Bev DeMello, Florida Public Service Commission
Janet Brunson, Florida Public Service Commission



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

T: 352.787.0980
F: 352.787.6333
www.aquautilitiesflorida.com

October 15, 2008

Ms. Lalene B. Jacelon
225 Lake Josephine Shores Road
Sebring, FL 33875-9702

RE: Docket Number 080121-WS

Dear Ms. Jacelon:

I am writing in response to your letter to the Florida Public Service Commission regarding the Aqua Utilities Florida (Aqua) pending rate request. We appreciate the time you took to share your views about Aqua.

In your letter, you mention that when Aqua flushes your water system, the runoff has created a deep trench. Sue Gildea, Aqua's director of quality assurance and training, has submitted a service request to address this issue.

You also asked about the quality of your water. At times, we hear concerns about hardness, calcification (a white residue), manganese (which could leave a purple or black ring in your toilet), and a chlorine taste or smell. Please be assured that water quality is of critical concern to us. Aqua has one of the nation's top water quality laboratories, and we have spent a great deal of time, effort and money to meet state and federal health and environmental standards. In fact, we meet all state and federal standards in your water system. Every year, Aqua tests more than 6,300 water samples throughout Florida. If you have further questions about the water quality in the system where you live, you can visit www.aquaamerica.com and view your annual water quality report, which we publish and distribute before July 1 of every year.

We do realize, however, that meeting health and safety standards does not always provide you with the aesthetic qualities you'd like from your water. Qualities such as taste and smell have a tendency to change based on many different factors, and, as you might imagine, it would be extremely costly for us – and you – to install water filtration at every community well site. But you can rest assured that we test your water to make sure it is safe, and any calls regarding water quality receive top priority when dispatched.

Ms. Lalene B. Jacelon
October 15, 2008
Page 2

The reason that Aqua has requested a rate increase is to recover the capital we've spent to improve our water and wastewater systems and to recover operating costs. Since Aqua acquired our Florida water systems in 2003 and 2004, we have spent about \$30 million for water and sewer infrastructure improvements statewide. Additionally, operating costs such as gasoline and chemicals have continued to climb. Rate increases provide a way for utilities to recover capital and operating dollars so we can continue to maintain and improve our systems. However, none of the systems Aqua has purchased have had base rate increases in about 10 years.

Please call me or Stacey Barnes at 352.435.4043 if you have additional questions or would like more information. Thank you for this opportunity to respond to your concerns.

Sincerely,



Jack Lihvarcik
Chief Operating Officer

cc: Christopher H. Franklin, Aqua America
Bev DeMello, Florida Public Service Commission
Janet Brunson, Florida Public Service Commission

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

STATE OF FLORIDA



OFFICE
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 02419-08
DISTRIBUTION: _____

Public Service Commission

{DATE}, 2008

This is the standard "A" response letter sent to the Aqua customers on the attached list.

«AddressBlock»

Re: Docket No. 080121-WS – Aqua Utilities, Inc.

«Greeting»

RECEIVED-FPSC
08 DEC -4 PM 2: 21
COMMISSION
CLERK

Thank you for your recent letter to the Florida Public Service Commission (PSC) in which you expressed concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file.

As you may know, the PSC has held nine service hearings throughout Aqua's service territory, with one remaining in New Port Richey. The purpose of these hearings is for Commissioners to hear from customers about the proposed rate increase and service provided by Aqua. Customers will have an opportunity to provide comments and sworn testimony. Others may prefer to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

Aqua's rate case hearing before the PSC will be in Tallahassee. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel, will present testimony and be cross-examined before the Commissioners. During the hearing, testimony and exhibits will also be introduced into the record, thus establishing the official "record." Commissioners will review the utility's need for a rate increase, the utility's existing and proposed rate structure, and the utility's ability to provide safe and reliable service to Aqua's customers.

You are entitled to receive safe, reliable utility service at reasonable rates, and the Commissioners are charged with making sure that companies in Florida, including Aqua, fulfill their service obligation. Thank you again for your letter, and if you have additional questions or need further assistance, please call our toll-free number, 1-800-342-3552.

Sincerely,

Bev DeMello
Assistant Director

BSD/jmb

Ms. Nancy Evans
319 Velveteen Place
Chuluota, Florida 32766

Ms. Mary Bradley
783 Grey Heron Place
Chuluota, Florida 32766

Mr. David Diamond
222 Osprey Lakes Circle
Chuluota, Florida 32766

Mr. Lee Kline
33 Aberdeen Circle
Leesburg, Florida 34788-8518

Mr. Jim Ostrum
4972 Britni-way #94
Zephyrhills, Florida 33541

Mr. Richard L. Hill
38 Jasmine Street
Lake Placid, Florida 33852

Mr. William W. Davis
35158 Danny Drive, Lot 157
Zephyrhills, Florida 33541

Mrs. Marilyn J. Davis
35158 Danny Drive, Lot 156
Zephyrhills, Florida 33541

Mr. & Mrs. Breton
35154 Danny Drive
Zephyrhills, Florida 33541

Ms. Wednesday Hugus
396 Osprey Lakes Circle
Chuluota, Florida 32766

Mr. & Mrs. Frank Hillbourn
109 Baron Avenue
Interlachen, Florida 32148

Mr. John Portland
355 Velveteen Place
Chuluota, Florida 32766

Ms. Billie Jo Creamer
517 Sparrow Hawk Cove
Chuluota, Florida 32766

Ms. Charlotte Lee
5513 Prince Avenue
Sebring, Florida 33875

Mr. Neil MacMillan
300 Osprey Lakes Circle
Chuluota, Florida 32766

Ms. Jemma Till
148 East 10th Street
Chuluota, Florida 32766

Mr. John Fiske
205 Osprey Lakes Circle
Chuluota, Florida 32766

Ms. Diana Berkey
288 Osprey Lakes Circle
Chuluota, Florida 32766

Mr. Manny Cabrera
258 Osprey Lakes Circle
Chuluota, Florida 32766

Ms. Melissa Davis
286 Velveteen Place
Chuluota, Florida 32766

Mr. Daniel J. LeBlanc, Jr.
4901 Baker Avenue, Lot 186
Zephyrhills, Florida 33541

Mr. Bernard Lahickey
35051 Danny Drive
Zephyrhills, Florida 35341

Mr. Gerald M. Novak
4913 Bobby Avenue, Lot 138
Zephyrhills, Florida 33541

Mr. Gary Boudreau
4903 Baker Avenue
Zephyrhills, Florida 33541

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27 Lakeview Drive
Fruitland Park, Florida 34731

Mr. Bill Cannon
15 Lakeview Drive
Fruitland Park, Florida 34731

Mr. Ronald L. Cunningham, Jr.
6 Sunrise Lane
Fruitland Park, Florida 34731

Mr. Norman Wilson
2 Lakeview Drive
Fruitland Park, Florida 34731

Mr. & Mrs. James McFerrin
31 Lakewood Lane
Fruitland Park, Florida 34731

Mr. & Mrs. Felix Esary
51 Terrace Drive
Fruitland Park, Florida 34731

Ms. Sandra O'Neal Mr. Eugene Phelps
10 Driftwood Lane
Fruitland Park, Florida 34731

Mr. & Mrs. Edward C. Kolbe, Jr.
20 Lakeview Drive
Fruitland Park, Florida 34731

Mr. D. R. Walker
28 Lakewood Lane
Fruitland Park, Florida 34731

Mr. & Mrs. George Koerner
4619 Windy Lane
Zephyrhills, Florida 33541

Ms. Becky Langley
6169 SE 140th Place
Summerfield, Florida 34491

Mr. F. Wayne Hart
139 Palm Trail
East Palatka, Florida 32131

Mr. & Mrs. John Gill
74 Jasmine Street
Lake Placid, Florida 33852

Ms. Darlene J. Anderson Callison
110 Palm Trail
East Palatka, Florida 32131

Mr. Richard E. Schauland
109 Orange Drive
East Palatka, Florida 32131

Ms. Wanda Ramm
10612 Raffia Drive
Port Richey, Florida 34668

Ms. Shirley Risteen
107 Hillcrest Street
Lake Placid, Florida 33852

Ms. Doris M. Emerson
81 Jasmine Street
Lake Placid, Florida 33852

Mr. Charles Matthews
79 Lake Griffin Road
Fruitland Park, Florida 34731

Mr. & Mrs. Everett Back
116 Palm Trail
East Palatka, Florida 32131

Mr. & Mrs. James Rose
35007 Zephyr Shores Drive
Zephyrhills, Florida 33541

Ms. Alta B. Adams
37 Griffin Drive
Fruitland Park, Florida 34731

Mr. Chester O. Brown
13 Sunrise Lane
Fruitland Park, Florida 34731

Ms. Kate Bolle
60 Lakeside Terrace
Fruitland Park, Florida 34731

Mr. H. J. Hughes
132 Palm Trail
East Palatka, Florida 32131

COMMISSIONERS:
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STATE OF FLORIDA



OFFICE OF PUBLIC INFORMATION
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

RECEIVED-FPSC
08 DEC -1, PM 2:21
COMMISSION
CLERK

Public Service Commission

{DATE}, 2008

This is the standard "B" response letter sent to the Aqua customers on the attached list.

«AddressBlock»

Re: Docket No. 080121-WS – Aqua Utilities, Inc.

«Greeting»

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02419-08		
DISTRIBUTION: _____		

Thank you for your recent letter to the Florida Public Service Commission (PSC) in which you expressed a complaint about Aqua Utilities Florida, Inc. (Aqua). To quickly resolve your complaint, I am forwarding it to Aqua's senior management for an expedited review and resolution. Within 48 hours, you should hear from an Aqua representative who will be assigned to your case. Aqua will investigate your complaint and will provide a written report to PSC staff on how your complaint was handled and the timeframe in which it was resolved.

As you may know, the PSC has held nine service hearings throughout Aqua's service territory, with one remaining in New Port Richey. The purpose of these hearings is for Commissioners to hear from customers about the proposed rate increase and service provided by Aqua. Customers will have an opportunity to comment and provide sworn testimony. Others may prefer to submit written comments, which will be included in the docket file.

The PSC staff will review all Aqua complaints and customer comments and will use its findings when preparing a recommendation to the Commissioners on Aqua's proposed final rates. I hope you are satisfied once a resolution is reached, but if not please call Cheryl Bulecza-Banks (850) 413-6642, who is managing the Aqua case, and she will further investigate your concerns.

Sincerely,

Bev DeMello
Assistant Director

BSD/jmb

Mr. Joseph P. Stakun
35113 Danny Drive
Zephyrhills, Florida 33541

Mr. Carl L. Gibson
1008 Coleman Street
Charlottesville, Virginia 22901

Ms. Rebecca J. Rouse
411 East 4th Street
Chuluota, Florida 32766

Mr. Richard Roddy
125 Seminole Drive
Ormond Beach, Florida 32174

Ms. Lucy Matos
113 Rosemary Avenue
Sebring, Florida 33870

Mr. John H. Delisa
13500 Tangelo Street
Sebring, Florida 33875-9738

Mr. & Mrs. Norman C. Negus
P. O. Box 202
Cora, Wyoming 82925

Mr. Robert Murray
504 Yellow Tail Place
Chuluota, Florida 32766

Ms. Sharon Smith
570 East 4th
Chuluota, Florida 32766

Ms. Shelley Park
564 Yellow Tail Place
Chuluota, Florida 32766

Mr. & Mrs. George Storms
903 Lake Josephine Drive
Sebring, Florida 33875

Mr. & Mrs. Doug Brumbaugh
231 Langford Drive
Chuluota, Florida 32766

Mr. & Mrs. John Viskup
28128 Tammi Drive - Venetian Village
Tavares, Florida 32778

Mr. & Mrs. Patrick J. Day
5120 SW 69th Street
Gainesville, Florida 32608

Ms. Barbara Forsythe
1417 High Ridge Road
Lake Worth, Florida 33461

Ms. Phyllis Moore
73 Rosalie Oak Boulevard
Lake Wales, Florida 33898

Mr. Carl Bock
2091 Morven Street
Chipley, Florida 32428-2915

Mr. & Mrs. Ray Fontaine
35116 Zephyr Shores Drive
Zephyrhills, Florida 33541

Mr. & Mrs. Benton Stilh
1779 July Court
Chipley, Florida 32428

Mr. Toby Linn
339 Water Oak Lane
Ormond Beach, Florida 32174

Mr. & Mrs. Roger Norris
2102 Preston Circle
Sunny Hills, Florida 32428

Mr. Richard J. Vaughn
35156 Zephyr Shores Drive
Zephyrhills, Florida 33541

Ms. Betty Joyner
124 Cherokee Road
Ormond Beach, Florida 32174

Ms. Lalene B. Jacelon
225 Lake Josephine Shores Road
Sebring, Florida 33875-9702

Ms. Lenore Krueger
10318 Choice Drive
Port Richey, Florida 34668

Ms. Janet Owens
7500 Greybirch Terrace
Port Richey, Florida 34668

Mr. & Mrs. Richard Groth
10824 Premier Avenue
Port Richey, Florida 34668

Mr. James Knauff
10404 U.S. Highway 27 South
Sebring, Florida 33876

Mr. Richard H. Hall, D.V.M.
12288 S.W. Country Road 769
Lake Suzy, Florida 34269

Mr. Robert J. LeFiles
2241 Clifton Street
Sebring, Florida 33875

Ms. Nancy R. Shockey
11231 Glover Road
Port Richey, Florida 34668

Ms. Zelma Juanita Hanson
35216 Ada Avenue
Zephyrhills, Florida 33541

Mr. David Murdock, Sr.
11428 Yellowwood Lane
Port Richey, Florida 34668

Mr. & Mrs. Merle Woodward
35033 Garber Lane
Zephyrhills, Florida 33541

Mr. Arthur L. Crook
4648 Madison Avenue
Zephyrhills, Florida 33541

Mr. Richard Roddy
125 Seminole Drive
Ormond Beach, Florida 32174

Mr. & Mrs. Horace Atwood
4618 Clarice Avenue
Zephyrhills, Florida 33541

Mr. John McDonald
34265 Black Bass Circle
Fruitland Park, Florida 34731

Mr. James N. McFerren, Sr.
31 Lakewood Lane
Fruitland Park, Florida 34731

Mr. & Mrs. Gennaro Conte
10329 Grapefruit Drive
Port Richey, Florida 34668

Mr. & Mrs. Carl Mueller
7520 Bougenville Drive
Port Richey, Florida 34668

Mr. & Mrs. Don Thomas
7827 Tropicana Drive
Port Richey, Florida 34668

Ms. Patricia Barager
135 Parkview Circle
Lake Placid, Florida 33852

Ms. JoAnna M. Taylor
156 Parkview Circle
Lake Placid, Florida 33852

Mr. Hartley C. Turner
35040 Raintree Drive
Fruitland Park, Florida 34731

Mr. David Watkins
35116 Ada Avenue
Zephyrhills, Florida 33541

Ms. Diane Grasso
7827 Kelpie Drive
Port Richey, Florida 34668

Mr. & Mrs. John Mann
109 Edgewater Drive
Lake Placid, Florida 33852-5233

Each of these customer letters were the standard letter with additional language added.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>02419-08</u>		
DISTRIBUTION: _____		

RECEIVED-FPSC

08 DEC -4 PM 2:21

COMMISSION
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NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA



OFFICE
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

Public Service Commission

November 5, 2008

Mr. Richard Roddy
125 Seminole Drive
Ormond Beach, Florida 32174

Re: Docket No. 080121-WS – Aqua Utilities, Inc.

Dear Mr. Roddy:

Thank you for your recent letter to the Florida Public Service Commission (PSC) in which you expressed a complaint about Aqua Utilities Florida, Inc. (Aqua). To quickly resolve your complaint, I am forwarding it to Aqua's senior management for an expedited review and resolution. Within 48 hours, you should hear from an Aqua representative who will be assigned to your case. Aqua will investigate your complaint and will provide a written report to PSC staff on how your complaint was handled and the timeframe in which it was resolved.

As you may know, the PSC held ten service hearings throughout Aqua's service territory. The purpose of the hearings was for Commissioners to hear from customers about the proposed rate increase and service provided by Aqua. Customers will have an opportunity to comment and provide sworn testimony. Others preferred to submit written comments, which will be included in the docket file.

The PSC staff will review all Aqua complaints and customer comments and will use its findings when preparing a recommendation to the Commissioners on Aqua's proposed final rates. I hope you are satisfied once a resolution is reached, but if not please call Cheryl Bulecza-Banks (850) 413-6642, who is managing the Aqua case, and she will further investigate your concerns.

Sincerely,

A handwritten signature in cursive script that reads "Bev DeMello".

Bev DeMello
Assistant Director

BSD/jmb

July 15 - E letter
July 29 - A letter

125 Seminole Drive
Ormond Beach, Fl. 32174
October 30, 2008 (11:45pm)

Docket No. 080121-WS
Late Filed Exhibit 193
Page 72 of 562

Ref. Docket # 080121-WS
Aqua Utilities request for rate increase.

PSC,

Today I am writing to explain another event that took place with service from Aqua Utilities.

The morning of 10/27/08 at about 10:15am, the water pressure dropped to just a trickle. I placed a call to Aqua Utilities toll free number at about 10:20 am to report the water outage. The call taker took my information and report of water outage at my residence. The call ended and I expected a repair person to arrive and address the problem.

After two and a half hours and still no improvement to water supply, I walked to the pump station to see if anyone was addressing the problem. I came upon two Aqua workers (Dave and Paul) I explained that I called in at 10:20am to report the problem, they both told me that they did not receive any "repair request" from this subdivision at all. They explained to me that they found a broken water main as they were doing daily checks of the pump station!

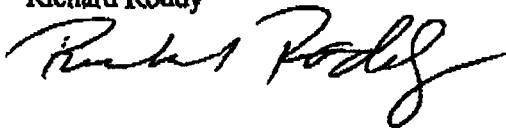
The next day (10/28/08), Dave came to my door at around 10:30am and explained that he JUST RECEIVED a message of the water problem that I reported on the 27th.

This event displays the fact that Aqua Utilities is not improving customer service as the have reported to the Commission. My assertion is based on the fact that Aqua worker Dave received the repair order 24 hours after the call was placed.

Myself as well as my neighbor across the street never receive a boil water notice, which it is my understanding that a notice should have be issued!

Thank you,

Richard Roddy



Janet Brunson

To: Bev DeMello
Subject: RE: Aqua Complaints - Docket No. 080121-WS

From: Bev DeMello
Sent: Monday, September 15, 2008 9:42 AM
To: 'Gildea, Suzanne L.'; Cheryl Bulecza-Banks; Janet Brunson
Cc: Joyce, Kimberly A.; Toner, Gretchen M.
Subject: RE: Aqua Complaints - Docket No. 080121-WS

Thank you for the update. (Janet, please note for the file.)

Bev

From: Gildea, Suzanne L. [mailto:SLGildea@aquaaamerica.com]
Sent: Wednesday, September 10, 2008 4:23 PM
To: Cheryl Bulecza-Banks
Cc: Bev DeMello; Joyce, Kimberly A.; Toner, Gretchen M.
Subject: RE: Aqua Complaints - Docket No. 080121-WS

Good afternoon,

I just got off the phone with Mr. Roddy. He is pleased with the conversation that we had discussing his concerns and he thanked me for again reaching out to him.

Thank you!
Sue Gildea
Director - Quality Assurance & Training
Aqua America, Inc.
762 W. Lancaster Ave.
Bryn Mawr, PA 19010

phone 610.645.4279
fax 866.780.8293

"You see things and you say 'Why?' But I dream things that never were and say 'Why not?'" - George Bernard Shaw

 Please consider the environment before printing this e-mail

From: Cheryl Bulecza-Banks [mailto:CBulecza@PSC.STATE.FL.US]
Sent: Wednesday, September 10, 2008 8:14 AM
To: Gildea, Suzanne L.
Cc: Bev DeMello; Joyce, Kimberly A.
Subject: FW: Aqua Complaints - Docket No. 080121-WS

Good Morning Suzanne,

Can I please get a copy of the letter that was sent to Mr. Roddy? Do you know if this customer is a full-time resident? I would appreciate it if you could attempt to call Mr. Roddy again.

Thanks,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings

From: Bev DeMello
Sent: Thursday, September 04, 2008 1:19 PM
To: Janet Brunson
Cc: Cheryl Bulecza-Banks
Subject: FW: Aqua Complaints - Docket No. 080121-WS

From: Gildea, Suzanne L. [mailto:SLGildea@aquaaamerica.com]
Sent: Thursday, September 04, 2008 1:15 PM
To: FLPSIssues; Bev DeMello
Subject: RE: Aqua Complaints - Docket No. 080121-WS

Aqua attempted to contact Mr. Roddy on 08/13/08 leaving a message for a return call. As of 09/04/08, Mr. Roddy has not returned our call. A letter was sent to his property addressing his concerns.

07/17/08 629964 Roddy Richard 126 Seminole Drive, Ormond Beach FL 32174 Tomoka 1. Water quality "tastes weird and smells"
2. Water outages reported
3. Slow response time to repairs
4. Opposed to uniform rates

9/15/2008

Thank you!
Sue Gildea
Director - Quality Assurance & Training
Aqua America, Inc.
762 W. Lancaster Ave.
Bryn Mawr, PA 19010

phone 610.645.4279
fax 866.780.8293

"You see things and you say 'Why?' But I dream things that never were and say 'Why not?' " - George Bernard Shaw

 Please consider the environment before printing this e-mail

From: Bev DeMello [mailto:BDemello@PSC.STATE.FL.US]
Sent: Tuesday, September 02, 2008 3:26 PM
To: FLPSOissues
Cc: Cheryl Bulecza-Banks; Janet Brunson
Subject: RE: Aqua Complaints - Docket No. 080121-WS

Good afternoon--I am trying to determine if Aqua has responded to Mr. Roddy. We have received other letters from him, and I don't see a response from the company, yet.

Thanks.

Bev DeMello
Florida PSC
850/413-6107

From: Martha Golden
Sent: Friday, July 18, 2008 11:05 AM
To: Cc: Cindy Muir; Bev DeMello; Janet Brunson; Dick Durbin; Cheryl Bulecza-Banks
Subject: Aqua Complaints - Docket No. 080121-WS

Please find attached complaints from Ms. Matos and Mr. Roddy. These are the 5th and 6th customer letters we are forwarding to you for Docket No. 080121-WS. Let me know if you have any questions.
Thanks!

9/15/2008

8-20-08 (AA)

RECEIVED-FPSC

Director
Office of Commission Clerk
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

08 AUG 25 AM 9:49

COMMISSION
CLERK

08 AUG 25 7:53

Re: Application of extension of service area
By Aqua Utilities.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02419-08		
DISTRIBUTION: GCL, ECR		

To whom it may concern,

I request that you deny the application for Aqua Utilities to extend service area for Tanglewood Forest - Tomoka View System.

I contend that the water system is unreliable, undrinkable and has no intention of making major up grades to make it safe and reliable. There is no back up water supply in case of a major problem with the main pumping well and station. But yet, the City of Ormond Beach water mains are within 50' of Aqua mains!

I have a

Bev,

Richard
125 Ser
Ormond
386-677

Cc: Mic
P.O.
Tall

Richard Rocky has sent in three letters related to the rate case and 1 letter related to the extension of service docket. You sent him a "B" letter in response to his 7/15/08 letter. He has subsequently sent in a letter on 7/29 and 8/21. I think we simply need to acknowledge his other 2 letters. Probably need to check to see if the Company responded to our B letter. *Thatsy Chish*

Pat

RECEIVED
FLORIDA PUBLIC SERVICE
COMMISSION
08 AUG 25 PM 8:17
DIVISION OF
ECONOMIC REGULATION

125 Seminole Drive
Ormond Beach, Fl. 32174
August 21, 2008 (11:45pm)

Ref. Docket # 080121-WS
Aqua Utilities request for rate increase.

PSC,

I am writing about the request from Aqua Utilities for a rate increase. Once again on the night of August 21, 2008 at about 11:40pm, I found that we once again were without water at our home.

I called Aqua Utilities (1-877-987-2782) emergency number to report water outage. I was told by an operator that "they were aware of the problem and it would take about 1 hour for a repair person to arrive, so they could not give an estimate as to when the problem would be repaired"

Please see that Aqua Utilities is not capable of delivering a safe and reliable water supply to our subdivision (Tomoka View).

Thank you,


Richard Roddy
386-677-1453

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

STATE OF FLORIDA



OF
C
DIRECTOR
(850) 413-6482

Public Service Commission

August 4, 2008

Mr. Richard Roddy
125 Seminole Drive
Ormond Beach, Florida 32174

Re: Docket No. 080121-WS – Aqua Utilities, Inc.

Dear Mr. Roddy:

Thank you for your recent letter to the Florida Public Service Commission (PSC) in which you expressed concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file.

As you may know, the PSC is holding ten service hearings throughout Aqua's service territory, and I have included a copy of that schedule. The purpose of these hearings is for Commissioners to hear from customers about the proposed rate increase and service provided by Aqua. Customers will have an opportunity to provide comments and sworn testimony. Others may prefer to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

Aqua's rate case hearing before the PSC will be in Tallahassee. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel, will present testimony and be cross-examined before the Commissioners. During the hearing, testimony and exhibits will also be introduced into the record, thus establishing the official "record." Commissioners will review the utility's need for a rate increase, the utility's existing and proposed rate structure, and the utility's ability to provide safe and reliable service to Aqua's customers.

You are entitled to receive safe, reliable utility service at reasonable rates, and the Commissioners are charged with making sure that companies in Florida, including Aqua, fulfill their service obligation. Thank you again for your letter, and if you have additional questions or need further assistance, please call our toll-free number, 1-800-342-3552.

Sincerely,

A handwritten signature in cursive script that reads "Bev DeMello".

Bev DeMello
Assistant Director

BSD/jmb

125 Seminole Drive
Ormond Beach, Fl. 32174
July 29, 2008 (11:00pm)

Ref. Docket # 080121-WS
Aqua Utilities request for rate increase.

Public Service Commission,

I am writing another letter for your review about Aqua Utilities. Tonight is yet another example of poor and unreliable water service that is the only water source that our subdivision has access to.

The power was knocked out by a lightning storm at around 3pm this day. The power was restored at around 5pm. While the power was off, I still had water supply to my home. However, at about 10pm this night, water stopped flowing in our sinks and toilets. I called the emergency number to notify Aqua Utilities of the water outage, and after about an 8 minute call to an automated system I was able to talk to a person about the outage. I was told that there was a water main break and that they were on the way to fix it and could not give an estimate as to when the water would be back on!

Inclosing, please do not allow Aqua Utilities to receive requested rate increase until they can provide us with a safe and reliable water supply.

Thank you,

Richard Roddy
386-677-1453

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

STATE OF FLORIDA



OFFICE
OF THE
DIRECTOR
(850) 413-6482

Public Service Commission

July 21, 2008

Mr. Richard Roddy
125 Seminole Drive
Ormond Beach, Florida 32174

Re: Docket No. 080121-WS – Aqua Utilities, Inc.

Dear Mr. Roddy:

Thank you for your recent letter to the Florida Public Service Commission (PSC) in which you expressed a complaint about Aqua Utilities Florida, Inc. (Aqua). To quickly resolve your complaint, I am forwarding it to Aqua's senior management for an expedited review and resolution. Within 48 hours, you should hear from an Aqua representative who will be assigned to your case. Aqua will investigate your complaint and will provide a written report to PSC staff on how your complaint was handled and the timeframe in which it was resolved.

As you may know, the PSC is holding ten service hearings throughout Aqua's service territory, and I have included a copy of that schedule. The purpose of these hearings is for Commissioners to hear from customers about the proposed rate increase and service provided by Aqua. Customers will have an opportunity to comment and provide sworn testimony. Others may prefer to submit written comments, which will be included in the docket file.

The PSC staff will review all Aqua complaints and customer comments and will use its findings when preparing a recommendation to the Commissioners on Aqua's proposed final rates. I hope you are satisfied once a resolution is reached, but if not please call Cheryl Bulecza-Banks (850) 413-6642, who is managing the Aqua case, and she will further investigate your concerns.

Sincerely,

A handwritten signature in cursive script that reads "Bev DeMello".

Bev DeMello
Assistant Director

BSD/jmb

125 Seminole Drive
Ormond Beach, Fl. 32174
July 15, 2008

In regards to: Docket #080121-WS

Subject: Request for rate increase

PSC Commissioners,

I would like to add my Families input to the hearing on the rate increase request made by Aqua Utilities.

We are unable to drink the water due to the taste, color and odor of the water. We must purchase bottled water to consume. The water is very hard and makes it not pleasant to shower, wash cloths or do dishes. The pressure is what I consider low along with many other quality problems.

The frequent water outages and the slow response to making repairs is of great concern to me. One of the problems is that the system is more then 40 years old and has never been upgraded to meet the demand of our current times. This includes the fact that we do not have any fire hydrants that can be supported by the output of the water plant. I am a retired Firefighter and a major one of my professional duties was the hydrant system in the City of Ormond Beach. The water mains in our subdivision are 4 inch mains, 40 year old PVC that has become very fragile. I know for a fact that there is not enough vales to isolate broken main lines by area or street, which is obvious when a meter change causes the entire system to be shut down. We live in a two story home and I can not count the number of times in the last two years, when we would open a faucet and it would suck air in instead of releasing water.

I can not accept the logic of "Uniform Rates" when our system is substandard at best.

Questions & Concerns;

Can a resident opt out and have the meter turned off and not be responsible to pay the base rate?

What would happen if a storm knocked out our only water plant? The system has no back-up connections to the City of Ormond Beach, which is less than a 50ft.distance away.

Who is responsible to over see the public health and safety of the residence of our subdivision?

What is described in the franchise agreement for scheduled system improvements?

My list of questions could continue but I feel that the PSC gets the point that this family is opposed to approving of a rate increase! I would not be so opposed if we could see large scale improvements to water quality and health/safety concerns.

Richard Roddy

Martha Golden

From: Cheryl Bulecza-Banks
Sent: Thursday, July 17, 2008 12:17 PM
To: Dick Durbin; Martha Golden
Cc: Bev DeMello; Cindy Muir; Marshall Willis; Bart Fletcher
Subject: FW: Docket #080121-WS

Attachments: Aqua utilities.doc



Aqua
ilities.doc (27 K)

I would suggest letter B. The company can respond to these questions.

Thanks, Cheryl

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

From: Rick Roddy [mailto:rrddy@earthlink.net]
Sent: Thursday, July 17, 2008 12:48 AM
To: Consumer Contact
Subject: Docket #080121-WS

Docket # 080121-WS

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

STATE OF FLORIDA



OFFICE OF PUBLIC INFORMATION
CYNTHIA L. MOIR
DIRECTOR
(850) 413-6482

Public Service Commission

August 14, 2008

Mr. William R. Liebke
Dr. Evelyn Hope Harwood Liebke
35107 Danny Drive
Zephyrhills, Florida 33541

Re: Docket No. 080121-WS- Aqua Utilities Florida, Inc.

Dear Mr. Liebke and Dr. Liebke:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file.

As you know, the PSC is holding 10 service hearings throughout Aqua's service territory. The purpose of these service hearings is for Commissioners to hear from Aqua customers about the proposed rate increase and service provided by Aqua. During these hearings, customers have an opportunity to provide verbal comments, as sworn testimony. Others may prefer to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

When a water or wastewater company files a petition for a rate increase, it may also request interim or temporary rates to be applied while the rate case is being considered by the Commission. Interim rates are granted if the utility demonstrates that it cannot earn its approved rate of return during the eight months a rate case typically takes to resolve.

I have enclosed a copy of Chapter 367.082, Florida Statutes, which defines how the Commission is to determine interim rates. The statute also provides that, if the final rates approved by the Commission are lower than the interim rates, the utility will be required to refund the excess revenue, plus interest, at a rate established by the Commission.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the

Mr. William R. Liebke
Dr. Evelyn Hope Harwood Liebke
August 14, 2008
Page 2

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

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

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

Aqua's full rate case hearing before the PSC will be December 8-11, 2008 in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, the Office of the Public Counsel, and the Attorney General's Office may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners next year.

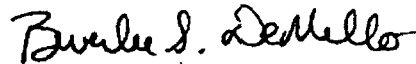
The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the February 11, 2009, Special Agenda Conference, and vote on the appropriate rates at the March 3, 2009 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

You mentioned a former PSC employee now working for Aqua. A former PSC Supervisor in the Division of Economic Regulation started employment with Aqua in January of 2008. The PSC reviewed the circumstances involving contact by Aqua while he was employed with the PSC and verified that the PSC's notification procedures, as set forth in the Commission's Administrative Procedures Manual (APM), were met. APM Section 5.02C(1)(a) requires notification within 5 working days by the staff employee of any contact about employment by a regulated entity. In the instant case, this notification procedure was satisfied. In addition, the PSC's Director of the Division of Economic Regulation removed the individual from working on any Aqua matters immediately after the notification was received. The determination of a former employee's obligations after leaving the PSC, however, is within the jurisdiction of the Florida Commission on Ethics (COE). In order to resolve this issue, Aqua has filed a request for an advisory opinion with the COE. Aqua has removed the employee as a witness in the case, and it is our understanding that the employee will not interact with the Commission on this matter.

Mr. William R. Liebke
Dr. Evelyn Hope Harwood Liebke
August 14, 2008
Page 3

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642 in the Division of Economic Regulation.

Sincerely,



Beverlee S. DeMello
Assistant Director

BD/jb

Enclosures (2)

cc: The Honorable Ronda Storms
Office of Public Counsel (Reilly)
Office of General Counsel (Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks)
Commission Clerk

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STATE OF FLORIDA



OFFICE OF PUBLIC INFORMATION
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

Public Service Commission

August 14, 2008

The Honorable Ronda Storms
Florida State Senator
District 10
313 East Robertson Street
Brandon, Florida 33511

Dear Senator Storms:

In response to your letter to Dr. Mary Bane, we appreciate you providing us an opportunity to address your constituents' concerns. Your legislative aide, Ms. Beth Sutkowy, was contacted, and she has been given my contact information. I have attached a copy of the letter, in which you were copied as requested, that we mailed to Mr. William R. Liebke and Dr. Evelyn Hope Harwood Liebke. I have also attached a copy of the letter we had sent to Mr. Benard Lahickey and Ms. Lee Backman prior to receiving your letter. Since we had already sent our letter, I will personally follow up with Mr. Lahickey and Ms. Backman to determine if I can be of further assistance.

I hope we have been responsive to you, and please feel free to call me at 850/413-6107 if you need any additional information.

Sincerely,

A handwritten signature in cursive script that reads "Bev DeMello".

Bev DeMello
Assistant Director

BSD/jmb

cc: Cindy Muir, Director, Office of Public Information
Cheryl Bulecza-Banks, Division of Economic Regulation

Janet Brunson

From: Bev DeMello
Sent: Thursday, August 14, 2008 9:58 AM
To: Janet Brunson
Subject: FW: Senator Storms Letter

Keep this with the letter, too.

Bev

From: Marshall Willis
Sent: Thursday, August 14, 2008 9:49 AM
To: Ralph Jasser; Jennifer Brubaker; Cheryl Bulecza-Banks; Bev DeMello
Cc: Katherine Fleming; Caroline Klancic
Subject: RE: Senator Storms Letter

Done deal.

From: Ralph Jasser
Sent: Thursday, August 14, 2008 9:38 AM
To: Jennifer Brubaker; Cheryl Bulecza-Banks; Marshall Willis; Bev DeMello
Cc: Katherine Fleming; Caroline Klancic
Subject: RE: Senator Storms Letter

Is this a done deal, or am I supposed to review??

From: Jennifer Brubaker
Sent: Wednesday, August 13, 2008 5:06 PM
To: Michael...
Cc: Ralph Jasser; Katherine Fleming; Caroline Klancic
Subject: FW: Senator Storms Letter
Importance: High

From: Tim...
Sent: Wednesday, August 13, 2008 5:06 PM
To: Bev DeMello; Jennifer Brubaker
Cc: Cheryl Bulecza-Banks; Marshall Willis
Subject: FW: Senator Storms Letter
Importance: High

Hi Tim and Marshall,

Here is the letter that has been prepared in response to a complaint filed with Senator's Storms office. Would you please review and let Bev know if it's okay to send?

Thanks, Cheryl

From: Bev DeMello
Sent: Wednesday, August 13, 2008 3:45 PM
To: Cheryl Bulecza-Banks
Cc: Janet Brunson
Subject: FW: Senator Storms Letter
Importance: High

Here's the letter. There's one more grammar change (employees' to employee's in the Legal paragraph). Would you review one more time?

Thanks.

Bev

From: Caroline Klancke
Sent: Wednesday, August 13, 2008 3:09 PM
To: Bev DeMello
Subject: RE: Senator Storms Letter

Can you come up now? I have incorporated Mike's changes into the attached document for your review. Let's discuss when you have a moment to come up.

From: Bev DeMello
Sent: Wednesday, August 13, 2008 3:04 PM
To: Caroline Klancke
Subject: RE: Senator Storms Letter

Ok bet. Let me know when you want me to come up.

Thanks.

From: Caroline Klancke
Sent: Wednesday, August 13, 2008 2:59 PM
To: Bev DeMello
Subject: RE: Senator Storms Letter

Hi Mike's... now. Do you have time in 15 mins to meet... Mike would like your opinion on the final...

You are so good!

From: Caroline Klancke
Sent: Wednesday, August 13, 2008 2:35 PM
To: Bev DeMello
Subject: FW: Senator Storms Letter

Seeing as how Mike's hand writing is indecipherable to everyone but Terri and I, I went ahead and made Mike's changes to the letter and I will circulate the revised letter to Mike and Mary Anne now.

From: Janet Brunson
Sent: Wednesday, August 13, 2008 1:48 PM
To: Caroline Klancke
Subject: FW: Senator Storms Letter

From: Bev DeMello
Sent: Wednesday, August 13, 2008 1:43 PM
To: Caroline Klancke
Cc: Terri Fleming; Janet Brunson
Subject: RE: Senator Storms Letter

Caroline, thanks - I'm having to prepare for a 2 p.m. meeting, too. Janet Brunson will try to meet with Terri about the changes, and then we'll get that letter back to you and Mike for review.

Bev

From: Caroline Klancke
Sent: Wednesday, August 13, 2008 1:41 PM
To: Bev DeMello
Subject: Senator Storms Letter

I wanted to let you know that I am back from lunch and available to assist you re Mike's changes to the letter. I have a brief meeting at 2:00 but other than that I am at your disposal.

Janet Brunson

From: Bev DeMello
Sent: Friday, August 22, 2008 9:11 AM
To: 'Jean Hagerty'
Cc: Janet Brunson
Subject: RE: Aqua - Ms. Hagerty (From Bev DeMello)

Ms. Hagerty:

Thank you for responding to my e-mail, and I'm glad that we were able to answer your question. The PSC had to cancel the hearing in New Port Richey because of Tropical Storm Fay; it will be rescheduled. I'm glad that you received no damage from the storm, and I hope we'll be okay here today in Tallahassee.

I appreciate your concern about your rates, and please feel free to call me at 850/413-6107 if you have further questions. My thanks.

Sincerely,

Bev DeMello
850/413-6107

From: Jean Hagerty [mailto:cranoperator@live.com]
Sent: Thursday, August 21, 2008 7:22 PM
To: Bev DeMello
Subject: RE: Aqua - Ms. Hagerty (From Bev DeMello)

Thank you for your prompt reply - thought perhaps you would be busy in New Port Richey today for the final Hearing. Perhaps it had to be postponed because of Tropical Storm Fay - we are getting our worst of Fay today but, thankfully, no damage. Never rain than I have EVER seen and it is still coming down.

Soon as you mentioned price index and pass through rate etc. I realized what the situation is. I only feel a 'little' foolish - at least you know that there are some of us out here watching even though it was just a matter of pennies.

Thanks again for your help and support.

Subject: re: Aqua - Ms. Hagerty (From Bev DeMello)
Thu, 8/21/08 7:22 PM
To: Bev DeMello
Cc: Jean Hagerty
Message ID: 00000000000000000000000000000000

would like to learn more about price index and pass through rate adjustments, please refer to our brochure entitled "Price Index and Pass Through Rate Adjustments for Water and Wastewater Utilities" available on our Web site at: <http://www.psc.state.fl.us/publications/consumer/brochure/WaterPriceIndexBrochure.pdf>, or I can mail it .

Please be assured that we do take the accuracy of the *Special Report* seriously and were careful in correcting the error you pointed out earlier. Again, thank you for taking the time to bring that error to our attention. If you have any other questions, please give me a call at 888/413-6107. Thank you.

Sincerely,

Ray DeMello
Assistant Director
Office of Public Information
Florida Public Service Commission

Get ideas on changing photos from people like you. Find new ways to share. [Get Ideas Here!](#)

Janet Brunson

From: Bev DeMello
Sent: Thursday, August 21, 2008 4:56 PM
To: 'cranep@calnet.net'
Cc: Martha Golden, Cheryl Bulecza-Banks; Janet Brunson
Subject: re: Agua - Ms. Hagerty (From Bev DeMello)

Good afternoon, Ms. Hagerty:

I'm sorry we caused you additional concern over the accuracy of the Imperial Mobile Terrace rates shown in the PSC's Special Report. I would like to share some additional information with you regarding your rates. The rates shown in your bill were the rate of April 9, 2008 were the correct rates at that time. However, effective April 17, 2008, those rates were increased due to a price index and pass through rate adjustment. The rates shown in the updated Special Report are the rates that took effect on April 17, 2008. Your current bills should reflect the same rates shown in the Special Report. If you would like to learn more about price index and pass through rate adjustments, please refer to our brochure entitled "Price Index and Pass Through Rate Adjustments for Water and Wastewater Utilities" available on our Web site at: <http://www.psc.ca.gov/Publications/consumer/brochure/WaterPriceIndexBrochure.pdf>, or I can mail it.

Please be assured that we do take the accuracy of the Special Report seriously and were careful in correcting the error you pointed out. Thank you for taking the time to bring that error to our attention. If you have any other questions, please give me a call at 850/413-6107. Thank you.

Sincerely,

Bev DeMello
Assistant Director
Office of Public Information
California Public Service Commission

Janet Brunson

From: Bev DeMello
Sent: Wednesday, August 20, 2008 4:56 PM
To: Janet Brunson
Subject: FW: DOCKET NO. 080121-WS - Aqua Utilities, Inc.
Attachments: water bill April 2008.pdf

Can you let me know about this one before I respond to her?

Thanks.

From: Jean Hager [mailto:craneoperator@live.com]
Sent: Wednesday, August 20, 2008 4:51 PM
To: Bev DeMello
Subject: RE: DOCKET NO. 080121-WS - Aqua Utilities, Inc.

This is in regards to my e-mails; (mine) 7-17-08 & (yours) 7-22-08 in which an error on page 5 of the blue FPSC SPECIAL REPORT re: Imperial Mobile Terrace was discussed. In your USPS letter of Aug. 15, 2008 (rcvd. today) you enclosed a new FPSC SPECIAL REPORT and I am sorry to have to inform you that the figures on p. 5 for Imperial Mobile Terrace are STILL incorrect. They are new numbers but they are still incorrect.

The enclosed copy of my April Aqua Utilities statement will verify the correct figures under the Rates Prior to Filing column. It bothers me very much when people get loosey-goosey with numbers - makes me wonder how many errors I'm not catching. AND it makes me wonder; is this any indication of the whole petition?

Thank you for your correspondence Bev - always good to hear from you. Is there an e-mail address for the Public Council . . . or is that a no-no?

Sincerely,

to you via Windows Live Messenger End Quote



Service to:
LEROY HAGERTY
31650 IMPERIAL DR
TAVARES, FL 32778-4709
 Lot: 00000894 Block:

Account Number:
000895348 0638281
 IMPERIAL

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

Tel: 677.663.2782
 Fax: 666.780.8292
 e Mail: custserv@aquamerica.com

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

Bill Date **April 09, 2008** Total Amount Due **\$ 19.78** Due Date **May 01, 2008**

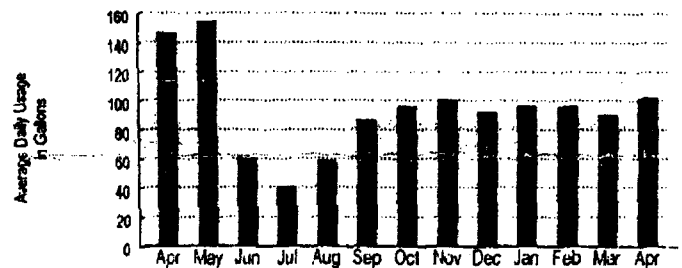
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93512842	5/8	04/07/08	30	Actual	639600	3,100	Gallons
		03/08/08		Actual	636500		
Average Daily Usage = 103 Gallons		Total Days: 30		Total Usage:		3,100	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 18.89
Total Payments Received	18.89
Balance	0.00
Water Base Facility Charge	10.63
3,100 gallons @ \$0.00295 per gallon	9.15
Total Water Charges	19.78
Amount Due 05/01/08	\$ 19.78

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.

Janet Brunson

From: Martha Golden
Sent: Thursday, August 21, 2008 4:30 PM
To: Bev DeMello; Janet Brunson
Subject: FW: AQUA UTILITIES FLORIDA, INC. - DOCKET NO. 080121-WS CUSTOMER SERVICE HEARINGS - MT. DORA, FL

For your records, here is Jared's e-mail with the information about the Imperial Mobile Terrace price index for Ms. Jean Hagerty's letter.

From: Jared Deason
Sent: Thursday, August 21, 2008 3:46 PM
To: Martha Golden
Cc: Cheryl Bulecza-Banks
Subject: FW: AQUA UTILITIES FLORIDA, INC. - DOCKET NO. 080121-WS CUSTOMER SERVICE HEARINGS - MT. DORA, FL

Martha:

The rates in the current special report are correct. The current rates were the result of an index/pass-through increase and became effective on April 17, 2008. The rates the customer gave us are the rates prior to the index/pass-through increase.

If you have any questions, please let me know.

Thanks,

Jared Deason
Division of Economic Regulation
Florida Public Service Commission
40 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Telephone: (850) 413-6844
Fax: (850) 413-6845

From: Cheryl Bulecza-Banks
Sent: Thursday, August 21, 2008 3:40 PM
To: Jared Deason
Cc: Martha Golden
Subject: FW: AQUA UTILITIES FLORIDA, INC. - DOCKET NO. 080121-WS CUSTOMER SERVICE HEARINGS - MT. DORA, FL

By Jared

Could you please check on the current Imperial Mobile Terrace and let Martha know what the current rates are. The current rates are being put into effect shortly, but we need to compare our current rates to the current rates on file. (You did research before and we need to know the effective date of the current rate. Thanks, Cheryl

Subject: FW: AQUA UTILITIES FLORIDA, INC. - DOCKET NO. 080121-WS CUSTOMER SERVICE HEARINGS - MT. DORA, FL

Hi, Cheryl,

The Aqua customer who previously pointed out the Imperial Mobile Terrace rate error in the Special Report noticed that the rate was changed but not to the rate she told us. I seem to recall that you said there was a price index or pass through that made the correct rate higher than the rate she gave us, but you felt it was better not to go into that level of detail with her. So we simply thanked her for pointing it out and told her it would be corrected. I'm sorry I don't remember exactly what you told me about the reason for the higher rate. Would it be possible to pull that information again so we can assure her that the Special Report is in fact correct and why we used a different rate than what she told us? The bill she is showing us is from May, so I assume the price index/pass through (?) happened after that. Thanks!

Martha

From: Cheryl Bulecza-Bariks
Sent: Monday, July 21, 2008 10:53 AM
To: Martha Golden
CC: Marshall Willis; Bev DeMello; Cindy Muir; Bev DeMello; Bridget Hoyle; Dick Durbin
Subject: RE: AQUA UTILITIES FLORIDA, INC. - DOCKET NO. 080121-WS CUSTOMER SERVICE HEARINGS - MT. DORA, FL

Hi Martha,

We checked this out and there was an input error. We can use the remaining bulletins on hand (approx. 300) for the Sunny Hills and Greenacres customer hearings as the errors only pertained to Holiday Haven and Imperial Mobile Terrace. Dick suggested we make 300 copies with the corrected rates to be used in responding to correspondence from customer served by these two systems.

Bridget, Jared will be giving you a copy of the corrected two schedules.

Thanks everyone,

Cheryl

From: Cheryl Bulecza-Bariks
Sent: Monday, July 21, 2008 7:23 AM
To: Jared Deaton
CC: Bart Fletcher; Martha Golden
Subject: FW: AQUA UTILITIES FLORIDA, INC. - DOCKET NO. 080121-WS CUSTOMER SERVICE HEARINGS - MT. DORA, FL

Hi Jared,

Do you check this out? Thanks much, Cheryl

From: Martha Golden
Sent: Friday, July 18, 2008 10:56 AM
To: Cheryl Bulecza-Bariks
CC: Bevy DeMello
Subject: FW: AQUA UTILITIES FLORIDA, INC. - DOCKET NO. 080121-WS CUSTOMER SERVICE HEARINGS - MT. DORA, FL

Cheryl

As a result of the Mt. Dora hearing on 7/18/08, the Aqua customer who previously pointed out the Imperial Mobile Terrace rate error in the Special Report noticed that the rate was changed but not to the rate she told us. I seem to recall that you said there was a price index or pass through that made the correct rate higher than the rate she gave us, but you felt it was better not to go into that level of detail with her. So we simply thanked her for pointing it out and told her it would be corrected. I'm sorry I don't remember exactly what you told me about the reason for the higher rate. Would it be possible to pull that information again so we can assure her that the Special Report is in fact correct and why we used a different rate than what she told us? The bill she is showing us is from May, so I assume the price index/pass through (?) happened after that. Thanks!

report (page 5). The report shows a bfc of \$10.09, she says it is \$10.63, and the report shows a gallonage charge of \$2.18, she says it's \$2.95. The special report rates are the same on the current version and the old incorrect version that I have, so I don't know if that system was skipped in the correction or if there's another explanation, possibly she or the person giving her the rates have a larger meter size. Can someone take a quick look at the rates for this system to verify if the special report rates for that system are correct and if we can explain the discrepancy? I initially thought she just got an old special report and I could send her a new one, but since we know she got the new one I think it wouldn't hurt to double check and address her point. Thanks!

Martha

From: Jean Hagerty [mailto:craneoperator@live.com]

Sent: Thursday, July 17, 2008 3:08 PM

To: Consumer Contact

Subject: AQUA UTILITIES FLORIDA, INC. - DOCKET NO. 080121-WS CUSTOMER SERVICE HEARINGS - MT. DORA, FL

I want to thank the entire FPSC staff for their efforts involving the July 16th hearing in Mt. Dora, Florida on July 16, 2008. The meeting got off to a VERY slow beginning because of an elderly gentleman's ramblings. I cannot praise the commissioners enough for the excellent way that all of you handled the situation. I wanted to run down the aisle and grab him by the shoulders and shake him and tell him to quit and sit down. I thought that I was going to spend eternity at a FPSC hearing. All of you showed us what pros you are and you certainly earned your salary that evening. The main thing is that he was there and that he was contributing and that is the important part. But, thank you very much for your professionalism.

I was extremely disappointed in the low turnout of Aqua Utilities customers. In fact, I was absolutely livid - too livid to be out on the highway - but I did make it home safely. I do want to take this opportunity to tell you that there are circumstances that contributed to the small turnout:

There is the matter of the working young adults. As I stated in my presentation that evening, many of them were most likely working at one of their 2 to 3 jobs and could not afford to take the time off and also there is the expense of hiring a sitter for their children.

And then there is the problem of some senior citizens not coming out because they are reluctant to leave after dark. Also, there was the ill-timing of a storm early that evening and that may have caused some folks to stay at home. Then there is the fact that these meetings should NOT be held in the months when so very many of the people are out of state. Utility companies can easily plan for filling dates with the FPSC so that the hearings will most certainly be held during the summer months when the attendance is certain to be sparse. Not only are the Snow Birds absent in the summer months but also absent are the permanent residents who visit up North in the summer - graduations, weddings, and family reunions, etc.

Also, many of my neighbors remember how successful we were in the mid 90's when we were fighting (unsuccessfully) with the FPSC in regard to Southern States Utilities extremely high water rates. I have checked to believe that this is not the same Commission, but I have not been very successful in trying to make my anger known. However, they were amazed when this Commission held hearings with earlier utility rates.

I would like to thank you for the hearing and the hearing was intimidating enough and I didn't know what to expect. I was very nervous. On Page 4 of your blue SPECIAL REPORT, there is a column for the Imperial Mobile Gallonage column for the Imperial Mobile Gallonage column. This is a mistake. The Gallonage should read 25.71 and the Gallonage should read 25.71.

Again, thank you all for a wonderful meeting - it was a pleasure seeing you again. You are all pros. I especially enjoyed seeing Nancy Argenziano - she was brand new to the Commission last year and I found her many questions to the Commission far better than any from the audience.

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STATE OF FLORIDA



OFFICE OF THE PUBLIC COUNSEL
CYNTHIA L. MOIR
DIRECTOR
(850) 413 6482

Public Service Commission

August 15, 2008

Ms. Jean Hagerty
31650 Imperial Drive
Tavares, Florida 32778-4709

Re: Docket No. 080121-WS - Aqua Utilities, Inc.

Dear Ms. Hagerty:

Thank you for your recent letter to the Florida Public Service Commission (PSC) in which you expressed concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file.

As you may know, the PSC is holding ten service hearings throughout Aqua's service territory, and I have included a copy of that schedule. The purpose of these hearings is for Commissioners to hear from customers about the proposed rate increase and service provided by Aqua. Customers will have an opportunity to provide comments and sworn testimony. Others may prefer to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

Aqua's rate case hearing before the PSC will be in Tallahassee. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel, will present testimony and be cross-examined before the Commissioners. During the hearing, testimony and exhibits will also be introduced into the record, thus establishing the official "record." Commissioners will review the utility's need for a rate increase, the utility's existing and proposed rate structure, and the utility's ability to provide safe and reliable service to Aqua's customers.

You are entitled to receive safe, reliable utility service at reasonable rates, and the Commissioners are charged with making sure that companies in Florida, including Aqua, fulfill their service obligation. Thank you again for your letter, and if you have additional questions or need further assistance, please call our toll-free number, 1-800-342-3552.

Sincerely,

A handwritten signature in cursive script that reads "Bev DeMello".

Bev DeMello
Assistant Director

BSD/jmb

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

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 02419-0
DISTRIBUTION: ECR, GEL

Name Jean Hagerty
Address 31650 IMPERIAL DR
TAVARES, FL 32778-4709

COMMISSION
CLERK

08 AUG - 6 AM 9:18

RECEIVED-FPSC

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

For many years now Floridians have been urged to conserve their water usage. Back in the '90s I averaged 11K gal. per month. After the FPSC approved 2 huge water price hikes I did away with my small green lawn & put down cypress chips. I now average less than 3K gal. per month. That, my friends, is water conservation & AUF doesn't like it one bit!

Now AUF has devised the plan to DOUBLE the Base Rate. It is going to cost me double as much BEFORE I DRAW THE FIRST DROP OF WATER! Outrageous! It is time to tell AUF to get out of the water business in the state of Florida if they can't make a go of it with their already high rates.

Has the state of Florida ever considered going into the water works business?

A good many Floridians cannot afford higher rates!

Fold and tape - see back for address

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

STATE OF FLORIDA



OFFICE OF
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

Public Service Commission

July 29, 2008

Ms. Jean Hagerty
31650 Imperial Drive
Tavares, Florida 32778

Re: Docket No. 080121-WS – Aqua Utilities, Inc.

Dear Ms. Hagerty:

Thank you for your recent letter to the Florida Public Service Commission (PSC) in which you expressed concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file.

As you may know, the PSC is holding ten service hearings throughout Aqua's service territory, and I have included a copy of that schedule. The purpose of these hearings is for Commissioners to hear from customers about the proposed rate increase and service provided by Aqua. Customers will have an opportunity to provide comments and sworn testimony. Others may prefer to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

Aqua's rate case hearing before the PSC will be in Tallahassee. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel, will present testimony and be cross-examined before the Commissioners. During the hearing, testimony and exhibits will also be introduced into the record, thus establishing the official "record." Commissioners will review the utility's need for a rate increase, the utility's existing and proposed rate structure, and the utility's ability to provide safe and reliable service to Aqua's customers.

You are entitled to receive safe, reliable utility service at reasonable rates, and the Commissioners are charged with making sure that companies in Florida, including Aqua, fulfill their service obligation. Thank you again for your letter, and if you have additional questions or need further assistance, please call our toll-free number, 1-800-342-3552.

Sincerely,

A handwritten signature in cursive script that reads "Bev DeMello".

Bev DeMello
Assistant Director

BSD/jmb

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PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Dick Durbin

From: Jean Hagerty [craneoperator@live.com]
Sent: Wednesday, July 23, 2008 11:49 PM
To: Consumer Contact
Subject: DOCKET NO. 080121-WS Aqua Utilities Florida, Inc.

Aqua Utilities Florida, Inc. (AUF) water rates are already too high. They thought they were purchasing a Cash Cow (sock it to those retired wealthy senior citizens) but instead, they got a Pig In A Poke. If AUF is having such a terrible time making ends meet, why don't they have any of these systems up for sale? Listed below are some comparative water rates for surrounding areas:

Eustis, FL	3,000 gal. per Mo.	Base Rate \$ 8.21	1,000 gal. Rate \$ 1.71	1st 8K
gal.	Total \$13.34			
Orlando, FL	3,000 gal. per Mo.	Base Rate \$ 6.50	1,000 gal Rate \$.63	1st 3K gal.
Total \$ 8.39				
Proposed AUF Rate	3,000 gal per Mo.	Base Rate \$21.92	1,000 gal. Rate \$ 3.80	1st 5K gal.
Total \$33.32	WOW!!!			

I used the 3,000 gallons per month rate because that is what I average a month over a 12-month period.

I am completely aware that the citizens of Eustis and Orlando pay city taxes, BUT those tax payments cover many items besides the water works.

How can AUF justify the doubling of our Base Rate? AUF is quick to mention the costs of their improvements; laying new pipelines, installing radio-active water meters, etc. but isn't all that the cost of doing business? Any improvements should lower their cost of doing business and instead of raising their rates, shouldn't they be lowering them?

In Florida we have been urged for many years now to conserve our water usage. AUF should follow this long established program by offering their customers the first 5,000 gallons of water included in their preposterous Base Rate. It would soften the blow a little bit and reward the people of Florida who are taking the water shortage seriously.

Sincerely submitted,
Jean Hagerty
31650 Imperial Dr.
Tavares, FL 32778

IMPERIAL MOBILE TERRACE WATER SYSTEM

Use video conversation to talk face-to-face with Windows Live Messenger. [Get started.](#)

7/28/2008

Janet Brunson

From: Jean Hagerty [craneoperator@live.com]
Sent: Tuesday, July 22, 2008 6:57 PM
To: Janet Brunson
Subject: RE: Docket No. 080121-WS - Aqua Utilities Florida, Inc.

Thank you for your thank-you e-mail. It is always a good feeling when one learns that their thoughts did not fall on deaf ears.

Sincerely, Jean Hagerty

Subject: Docket No. 080121-WS - Aqua Utilities Florida, Inc.
Date: Tue, 22 Jul 2008 16:07:31 -0400
From: JBrunson@PSC.STATE.FL.US
To: craneoperator@live.com
CC: BDeMello@PSC.STATE.FL.US; MGolden@PSC.STATE.FL.US

Dear Ms. Hagerty:

Thank you for your recent letter to the Florida Public Service Commission (PSC) in which you expressed concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. Also, thank you for attending and speaking at the customer meeting in Mt. Dora on July 16, 2008. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

Aqua's rate case hearing before the PSC will be in Tallahassee. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel, will present testimony and be cross-examined before the Commissioners. During the hearing, testimony and exhibits will also be introduced into the record, thus establishing the official "record." Commissioners will review the utility's need for a rate increase, the utility's existing and proposed rate structure, and the utility's ability to provide safe and reliable service to Aqua's customers. You are entitled to receive safe, reliable utility service at reasonable rates, and the Commissioners are charged with making sure that companies in Florida, including Aqua, fulfill their service obligation.

Regarding the error you mentioned, we have reviewed Page 5 of the Special Report and verified that there is an error in the current rates shown for the Imperial Mobile Terrace and Holiday Haven water systems. Thank you for taking the time to bring this to our attention. We are correcting those rates for future printings of the Special Report. Thank you again for your letter, and if you have additional questions or need further assistance, please call our toll-free number, 1-800-342-3552.

Sincerely,

Bev DeMello
Assistant Director
Office of Public Information
(850) 413-6482

Stay in touch when you're away with Windows Live Messenger. [IM anytime you're online.](#)

7/23/2008

Janet Brunson

To: craneoperator@live.com
Cc: Bev DeMello; Martha Golden
Subject: Docket No. 080121-WS - Aqua Utilities Florida, Inc.

Dear Ms. Hagerty:

Thank you for your recent letter to the Florida Public Service Commission (PSC) in which you expressed concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. Also, thank you for attending and speaking at the customer meeting in Mt. Dora on July 16, 2008. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

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Sincerely,

Bev DeMello
Assistant Director
Office of Public Information
(850) 413-6482

7/22/2008

*noted the letter re
speaking to the rates
matter.*

Martha Golden

From: Cheryl Bulecza-Banks
Sent: Monday, July 21, 2008 10:53 AM
To: Martha Golden
Cc: Marshall Willis; Bev DeMello; Cindy Muir; Bev DeMello; Bridget Hoyle; Dick Durbin
Subject: RE: AQUA UTILITIES FLORIDA, INC. - DOCKET NO. 080121-WS CUSTOMER SERVICE HEARINGS - MT. DORA, FL

Hi Martha,

We checked this out and there was an input error. We can use the remaining bulletins on hand (approx. 300) for the Sunny Hills and Greenacres customer hearings as the errors only pertained to Holiday Haven and Imperial Mobile Terrance. Dick suggested we make 100 copies with the corrected rates to be used in responding to correspondence from customer served by these two systems.

Bridget, Jared will be giving you a copy of the corrected two schedules.

Thanks everyone,

Cheryl

From: Cheryl Bulecza-Banks
Sent: Monday, July 21, 2008 7:33 AM
To: Jared Deason
Cc: Bart Fletcher; Martha Golden
Subject: FW: AQUA UTILITIES FLORIDA, INC. - DOCKET NO. 080121-WS CUSTOMER SERVICE HEARINGS - MT. DORA, FL

Hey Jared,

Can you check this out? Thanks much, Cheryl

From: Martha Golden
Sent: Friday, July 18, 2008 7:18 PM
To: Cheryl Bulecza-Banks; Bart Fletcher
Cc: Cindy Muir; Bev DeMello; Janet Brunson; Dick Durbin
Subject: FW: AQUA UTILITIES FLORIDA, INC. - DOCKET NO. 080121-WS CUSTOMER SERVICE HEARINGS - MT. DORA, FL

Hi, Cheryl,

I have a question about this letter that you e-mailed to us today. This customer attended the Mt. Dora meeting on Wednesday, so she received the most recent corrected version of the special report. However, in the next to the last paragraph she says the rates for Imperial Mobile Terrace are wrong and gives higher rates than those shown in the special report (page 5). The report shows a bfc of \$10.09, she says it is \$10.63, and the report shows a gallonage charge of \$2.18, she says it's \$2.95. The special report rates are the same on the current version and the old incorrect version that I have, so I don't know if that system was skipped in the correction or if there's another explanation, possibly she or the person giving her the rates have a larger meter size. Can someone take a quick look at the rates for this system to verify if the special report rates for that system are correct and if we can explain the discrepancy? I initially thought she just got an old special report and I could send her a new one, but since we know she got the new one I think it wouldn't hurt to double check and address her point. Thanks!

7/21/2008

Martha Golden

From: Jean Hagerty [craneoperator@live.com]
Sent: Thursday, July 17, 2008 3:08 PM
To: Consumer Contact

Subject: AQUA UTILITIES FLORIDA, INC. - DOCKET NO. 080121-WS CUSTOMER SERVICE HEARINGS - MT. DORA, FL

I want to thank the entire FPSC staff for their efforts involving the July 16th hearing in Mt. Dora, Florida on July 16, 2008. The meeting got off to a VERY slow beginning because of an elderly gentleman's ramblings. I cannot praise the commissioners enough for the excellent way that all of you handled the situation. I wanted to run down the aisle and grab him by the shoulders and shake him and tell him to quit and sit down. I thought that I was going to spend eternity at a FPSC hearing. All of you showed us what pros you are and you certainly earned your salary that evening. The main thing is that he was there and that he was contributing and that is the important part. But, thank you very much for your professionalism.

I was extremely disappointed in the low turnout of Aqua Utilities customers. In fact, I was absolutely livid - too livid to be out on the highway - but I did make it home safely. I do want to take this opportunity to tell you that there are circumstances that contributed to the small turnout:

There is the matter of the working young adults. As I stated in my presentation that evening, many of them were most likely working at one of their 2 to 3 jobs and could not afford to take the time off and also there is the expense of hiring a sitter for their children.

And then there is the problem of some senior citizens not coming out because they are reluctant to drive after dark. Also, there was the ill-timing of a storm early that evening and that may have caused some folks to stay at home. Then there is the fact that these meetings should NOT be held in the months when so very many of the people are out of state. Utility companies can easily plan their filing dates with the FPSC so that the hearings will most certainly be held during the summer months when the attendance is certain to be sparse. Not only are the Snow Birds absent in the summer months but also absent are the permanent residents who visit up North in the summer - graduations, weddings and family reunions etc.

Also, many of my neighbors remember how unsuccessful we were in the mid 90's when we were battling (unsuccessfully) with the FPSC in regard to Southern States Utilities extremely high water rates. I have tried to tell them that this is not the same Commission, but I have not been very successful. They have been 'snake-bit' and are bitter. However, they were amazed when this Commission turned down AUF earlier this year.

I should have mentioned this at the Hearing but public speaking is intimidating enough and I didn't want to confuse myself with tacked on items at the last minute. On Page 5 of your blue SPECIAL REPORT there are errors in the Base Facility column & the Gallonage column for the Imperial Mobile Terrace water system. The Base Facility figure should read \$10.63 and the Gallonage should read \$2.95. I have statements confirming this.

Again, thank you all for a wonderful meeting - it was a pleasure seeing you again. You are all pros. I especially enjoyed seeing Nancy Argenziano - she was brand new to the Commission last year and I found her many questions to the Commission far better than any from the audience.

With Windows Live for mobile, your contacts travel with you. [Connect on the go.](#)

7/18/2008

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NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA



OFFICE OF THE
DIRECTOR
(850) 413-6482

Public Service Commission

August 22, 2008

Mr. John McDonald
34265 Black Bass Circle
Fruitland Park, Florida 34731

Re: Docket No. 080121-WS – Aqua Utilities, Inc.

Dear Mr. McDonald:

Thank you for your recent letter to the Florida Public Service Commission (PSC) in which you expressed concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file.

We contacted Aqua about the boil water notice you mentioned. The notice was issued due to a malfunction with the chlorine system at the Valencia Terrace water treatment facility. The malfunction caused the level of chlorine in the water distribution lines to fall below safe levels. The boil water notice was rescinded on Friday, August 15, 2008, after the malfunction was corrected.

As you may know, the PSC has held nine service hearings throughout Aqua's service territory, with one remaining in New Port Richey. The purpose of these hearings is for Commissioners to hear from customers about the proposed rate increase and service provided by Aqua. Customers will have an opportunity to provide comments and sworn testimony. Others may prefer to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

Aqua's rate case hearing before the PSC will be in Tallahassee. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel, will present testimony and be cross-examined before the Commissioners. During the hearing, testimony and exhibits will also be introduced into the record, thus establishing the official "record." Commissioners will review the utility's need for a rate increase, the utility's existing and proposed rate structure, and the utility's ability to provide safe and reliable service to Aqua's customers.

John McDonald
August 22, 2008
Page 2

You are entitled to receive safe, reliable utility service at reasonable rates, and the Commissioners are charged with making sure that companies in Florida, including Aqua, fulfill their service obligation. Thank you again for your letter, and if you have additional questions or need further assistance, please call our toll-free number, 1-800-342-3552.

Sincerely,



Bev DeMello
Assistant Director

BSD/jmb

Dick Durbin

From: Cheryl Bulecza-Banks
Sent: Monday, August 18, 2008 1:36 PM
To: Dick Durbin; Martha Golden
Cc: Bev DeMello; Marshall Willis
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 14656

Good afternoon,

I believe an "A" letter is appropriate. I did check on this and the boil water notice was rescinded on Friday. You may want to include a sentence explaining that the chlorine system malfunctioned.

Thanks, Cheryl

Below are the responses provided by Aqua:

From: Lihvarcik, John M. [mailto:JMLihvarcik@aquaamerica.com]
Sent: Monday, August 18, 2008 10:40 AM
To: Rendell, William T.; Cheryl Bulecza-Banks; Marshall Willis
Cc: Joyce, Kimberly A.
Subject: RE: Valencia Terrace

The system is located in Fruitland Park, Lake County. The boil notice was rescinded last Friday.

From: Fontaine, Will M.
Sent: Tuesday, August 12, 2008 10:02 AM
To: Rendell, William T.
Cc: Lihvarcik, John M.; Pellenz, Edward J.; Heath, Brian E.; Farris, Patrick A.
Subject:

Troy a boil water notice was issued to the entire service area for Valencia Terrace located in lake county. The notice was issued due to a malfunction with the chlorine system at the water treatment facility. The chlorine in the distribution system fell to 0mg/l. Please notify the PSC at your convenience.
Thanks Will Fontaine 1-352-266-2953

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

From: Ruth McHargue
Sent: Monday, August 18, 2008 10:14 AM
To: Ruth Nettles
Cc: Kimberley Pena; Cheryl Bulecza-Banks

8/18/2008

• Subject: FW: E-Form Other Complaint TRACKING NUMBER: 14656

add to docket file

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, August 14, 2008 3:10 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 14656

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: john mcdonald
Telephone: 352-787-1880
Email: k4mad@embarqmail.com
Address: 34265 Black Bass cir Fruitland Park 34731

A

BUSINESS INFORMATION

Business Account Name: john mcdonald
Account Number:
Address: 34265 Black Bass cir Fruitland Park Florida 34731

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

Aqua is asking for a rate increase. At this very moment I'm under a boil my water warning from Aqua utilities! They say due to a low chlorine level! Which I believe is a problem on their part. The water tastes bad, I have to use a special filter on the tap to make coffee. I also have to buy bottle water to drink! My wife's is very upset with the quality of water in trying to wash clothes!! I do not want Aqua to raise my rates for the poor quality of water coming in to my house! They drilled a new well last year and have not hooked it up! Just sitting there with a temporary cover over it, not fastened down.

8/18/2008

COMMISSIONERS:
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STATE OF FLORIDA



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Public Service Commission

July 31, 2008

Ms. Elaine Panozzo
13305 Byrd Street
Sebring, Florida 33875

Re: Docket No. 080121-WS – Aqua Utilities Florida, Inc.

Dear Ms. Panozzo:

Thank you so much for taking the time to send in your petition. I appreciate the number of signatures you were able to obtain. Having served as an officer in two homeowners associations, I have had to enlist my neighbors' help in similar issues, so I also empathize with your hard work. I am placing your letter and your petition (with all of the signatures) in the correspondence side of Docket No. 080121-WS, Aqua Utilities Florida, Inc., so the Commissioners and staff of the Florida Public Service Commission will have an opportunity to review.

I appreciate your time and hope you will call me at 850/413-6107 if I can be of any further assistance.

Sincerely,

A handwritten signature in cursive script that reads "Bev DeMello".

Bev DeMello
Assistant Director

BSD/jmb

Application for a rate increase in Alachua, Brevard, DeSoto, Highlands, Lake
Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

RECEIVED-PPSC
JUL 18 AM 9:32
COMMISSION CLERK

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 02419-08
DISTRIBUTION: EC8190

Name ELAINE PANOZZO
Address 13305 BYRD ST.
SEBRING, FL 33875 - HIGHLANDS COUNTY

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

CONSUMER COMMENTS

WITHOUT TAKING AN OATH, THIS IS THE TRUTH!
TAKING THIS PETITION AROUND WAS VERY
TIME CONSUMING, BECAUSE AQUA CUSTOMERS
HAD SO MUCH TO SAY ABOUT THE SERVICE
AND THE QUALITY OF THE WATER.
I GAVE UP GETTING MORE SIGNATURES
BECAUSE I WAS OUT OF GAS - MENTALLY,
PHYSICALLY & FINANCIALLY.
THE INTERIM RATES ARE RIDICULOUS!
IF AQUA NEEDS MORE MONEY TO RUN
THEIR SAD OPERATION - THEN LET THEM
GET A BANK LOAN, DON'T BE BORROWING
FROM THEIR CUSTOMERS!

Elaine M. Panozzo
13305 Byrd St
Sebring, FL 33875
863-655-9110

RECEIVED
JUL 30 2008
FLORIDA PUBLIC SERVICE COMMISSION
OFFICE OF PUBLIC INFORMATION

Fold and tape -- see back for address

PETITION - HIGHLANDS

WE THE UNDERSIGNED PROTEST THE OUTRAGEOUS
UNLIMITED, LIMITED INTERIM AND FINAL RATES
PROPOSED BY AQUA UTILITIES FLORIDA, INC.

NAME	ADDRESS	PHONE
1. Kenyameya Norman	5225 majesty ave	
2. Silvia Melo	13497 Temple St.	
3. DELORES M. BAKER	5210 FELICITY AVE.	
4. Kayla Measner	13500 Temple St.	655-4898
5. Jared Measner	13500 Temple St.	655-4898
6. Tonya Owens	5328 Prince Ave	381-8168
7. Oscar Owens	5328 Prince Ave.	381-8168
8. James L. Moore	540 prince Ave	655-047
9. Orlene Moore	5410 prince ave	655-047
10. Debbie Boyd	5416 Prince Ave	446-2824
11. Sparrow Campbell	5510 Prince Ave	655-3428
12. Jimmie De Lisa	13500 Tangelo St	655-1865
13. Meg E Mann	13500 Tangelo St	655-1865
14. David J. Smith	1588 Knight St	446-2153
15. Mitch Miller	5514 Knight Ave	221-7781
16. Mitchell Curti	5518 Knight Ave	307-1035
17. Nathaniel Myle	5514 Knight Ave	873-1711
18. Norma Kyles	5506 Knight Ave	655-3412
19. Betty Simmons	5504 Knight Ave	655-1860
20. David Simmons	5504 Knight Ave	655-1860

NAME	ADDRESS	PHONE
21. J. V. Alviano	5440 KNIGHT AVE	(863)655-1910
22. Kathy Alviano	5440 Knight Ave	(863)655-1910
23. JAMES M BURNS	5312 Knight AVE	863-655-3624
24. Lucie Michalouka	5312 Knight AVE	863-655-3624
25. MARK DeNARDIS	5402 Seena: y LKS BLVD.	655-0220
26. TRACEY DeNARDIS	5402 Seena: y LKS. BLVD.	655-0220
27. Jeremy W. Rice	13335 Byrd ST.	863 655-4080
28. Jody Wilton	1533 Lake Josephine Dr.	863 214-9971
29. James Rimes	Same	214 9971
30. J. Aruku	1634 Sentinel PTRD	655-5563
31. C J Tucker	1634 Sentinel PTRD	655-5563
32. Jean A Nielsen	1830 Sentinel Pt. Rd. ⁸⁶³	655-0003
33. J. Nielsen	" " " "	" "
34. Jeanne Combs	1822 Sentinel PTRD	655-0098
35. J. Don Combs	1822 SENTINEL PTRD	655-0098
36. Willa Deen Tucker	1814 SENTINEL	655 4815
37. Gally R. Y. H.	" "	" "
38. Julie D. Gullett	4904 GRAND CONCOURSE	253-7086
39. Michael S. Johnson	4904 GRAND CONCOURSE	381-8417
40. Allan Moreno	13464 Lynnwood st	(786)251-534
41. Beth Moreno	13464 Lynnwood St	(727)224-04
42. Missy Fotheringham	13450 Lynnwood St	(863)655-172
43. Thomas Johns	5516 River way dr.	
44. Fran McDonald	13721 Crow St.	863-655-405

3/ 30
NAME ADDRESS PHONE

45. Dennis Seminial 5502 Prince
46. Dennis Seminial 5502 Prince
47. Offey & Dease 5211 Felicity Ave 863-655-539
48. Offey Dease 5211 Felicity Ave 655-532
49. Warren Longenaker 5050 Dewey Ave 655-1733
50. Marilyn Longenaker 5050 Dewey Ave 655-1733
51. David E. Rindall MD 13705 Tangelo 655 3541
52. Lynn Chidoverd 13705 Tangelo 202-0507
53. Gary Brown 5339 RIVERWAY DR. 863-655-6700
54. Amy Brown 5312 Riverway Dr. 863-655-4590
55. J Clark 1503 WILSON DR —
56. Joanne Clark 1503 WILSON DR. —
57. Judith Storms 903 Lake Josephine Dr 863-655-4449
58. George Storms 903 Lake Josephine Dr 863-655-4449
59. Denise Smith 103 Rosemary Ave 863-655-1652
60. Barbara Tavano 102 Rosemary Ave 863 655 2342
61. JOHN TAVANO 102 Rosemary Ave 863 655 2342
62. Lucy Matos 113 Rosemary Ave. 863-446-2155
63. Larry Matos. 113 Rosemary Ave. 863-446-0074
64. Jesse Andrews 115 Rosemary Ave 863-214-5303
65. Katie Kauffman 115 Rosemary Ave 803-214-5305
66. Kennel 119 Rosemary Ave 655-3591

H:

NAME	ADDRESS	PHONE
67 Stephen Erell	123 Rosemary Ave Sebring, FL 33875	(863) 381-2770
68 Kimberly Cawon	128 Rosemary Ave Sebring, FL 33875	(863) 655-0920
69 Betty Barlowe	127 Rose Mary Ave (863)	655-
70 Betty K Romine	131 Rosemary ave,	0395
71 Ghed ed Romine	131 Rosemary ave.	
72. Chris Wiggins	503 ATKINS	
73. Ramona Cassel	122 Leonard Sebring FL 33875	863-253
74. Jonnie Cleveland	121 Leona dr Sebring, FL 33875	1564
75. Wally	119 Leona Dr Sebring FL 33875	
76. Victoria Watkins	13705 Ruby Terr. Sebring FL 33875	863-243-32
77. Sean Reare	13705 Ruby Terr. Sebring FL 33875	863-581-7326
78. John L Johnson	13709 RUBY TERR SEBRING FL	
79. Elaine M. Parozzo	13305 Byrd St.	863-655-9110

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NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA



OFFICE
CYNTHIA L. ...
DIRECTOR
(850) 413-6482

Public Service Commission

November 24, 2008

Mr. Roger L. Harper
1713 Orkney Drive
Leesburg, Florida 34788

Re: Docket No. 080121-WS – Aqua Utilities Florida, Inc.

Dear Mr. Harper:

Thank you for your recent letter to the Florida Public Service Commission (PSC) in which you expressed concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file.

As you may know, the PSC has held ten service hearings throughout Aqua's service territory. The purpose of these hearings was for Commissioners to hear from customers about the proposed rate increase and service provided by Aqua. Customers had an opportunity to provide comments and sworn testimony. Others preferred to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

Aqua's rate case hearing before the PSC will be in Tallahassee. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel, will present testimony and be cross-examined before the Commissioners. During the hearing, testimony and exhibits will also be introduced into the record, thus establishing the official "record." Commissioners will review the utility's need for a rate increase, the utility's existing and proposed rate structure, and the utility's ability to provide safe and reliable service to Aqua's customers.

With respect to your questions on depreciation, Commission Rule 25-30.140, Florida Administrative Code (FAC), sets forth the average service lives for mains and other water facilities. During the rate case, the staff of the Commission analyzes the utility's depreciation calculations and ensures that the proper depreciation rates have been applied. In accordance with Ruel 25-30.140, FAC, supply mains have an average service life of 35 years. I have attached a copy of the rule for your convenience.

Mr. Roger L. Harper
November 24, 2008
Page 2

You are entitled to receive safe, reliable utility service at reasonable rates, and the Commissioners are charged with making sure that companies in Florida, including Aqua, fulfill their service obligation. Thank you again for your letter, and if you have additional questions or need further assistance, please call our toll-free number, 1-800-342-3552.

Sincerely,

Bev DeMello
Assistant Director

BSD/jmb

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

RECEIVED
08 NOV 17 AM 9:03
08 NOV 17 PM 3:30
DIVISION OF
COMMISSION ECONOMIC REGULATION
CLERK

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 080121-03
DISTRIBUTION: ECR/OLA

Re: Docket NO. 080121-WS

To Whom It May Concern:

The application for an increase in water rates by Aqua Utilities Florida, Inc. is totally unreasonable and not in keeping with the deteriorating economy in our Country, State and local area. Aqua Utilities have been very unresponsive to water main problems in our community. They do not respond to telephone calls in a timely or responsible manner.

Utilities in the State of Florida tend to overstate their needs in an effort to satisfy their stockholders or corporate profit needs. To increase the Aqua Utilities rates to the extent of their filings would be a hardship to the constituency of their service area.

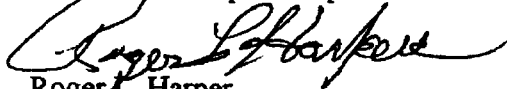
The utility cites the past expenses of \$580,000.00 in improvement of the mains and water treatment plant. I do not find any mention of the term of amortization of these expenses. Do they wish to re-coupe their investment over a one-year or ten-year period? What is the life expectancy of the new water mains? It seems reasonable that amortization of the expense should be based on a realistic time constraint.

Our present water charge includes a Water Base Facility Charge of \$7.79 plus a gallonage fee of .00134 per gallon. Aqua's filing would increase that charge to \$21.92 plus .00380, a 283% fee increase.

My latest current billing was for \$7.79 Water Base Facility Charge plus 10,500 gallons of water at \$.00134 per gallon or \$12.61, for a total of \$21.86. Under the Aqua request my bill would have increased to \$21.92 WBFC plus \$39.90 gallonage for a total of \$61.82 for the month, a total increase of 282.7 per cent.

For the Commission to grant a 283% increase in our basic water rates would be total insanity. It shows a total disregard of empathy for Aqua's clients and would create a devastating financial problem for many households. I do not know how many customers this would affect, however, it would undoubtedly bring in vast amounts of money to Aqua.

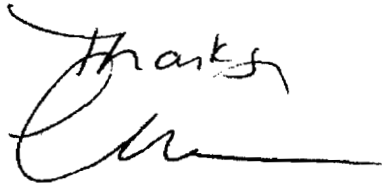
I definitely oppose this request and would suggest a more reasonable increase of 5%. Please refuse Aqua's request.



Roger L. Harper
1713 Orkney Drive
Leesburg, Fl 34788
352-742-3100
Rharper1713@embarqmail.com

With respect to your questions on depreciation, Commission Rule, 25-30.140, Florida Administrative Code (F.A.C.), sets forth the average service lives for mains and other water facilities. During the rate case, the staff of the Commission analyzes the utility's depreciation calculations and ensures that the proper depreciation rates have been applied. In accordance with Rule 25-30.140, F.A.C., supply mains have an average service life of 35 years. I have attached a copy of the rule for your convenience.

I would send an "A"
letter but include the
attached language and rule
(or something like it)

Thanks


STATE OF FLORIDA

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



OFFICE
CYNTHIA
DIRECTOR
(850) 413-6482

Public Service Commission

November 24, 2008

Mr. & Mrs. Uyles W. Keen
116 Orange Drive
East Palatka, Florida 32131

Re: Docket No. 080121-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Keen:

Thank you for your recent letter to the Florida Public Service Commission (PSC) in which you expressed concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file.

As you may know, the PSC has held ten service hearings throughout Aqua's service territory. The purpose of these hearings was for Commissioners to hear from customers about the proposed rate increase and service provided by Aqua. Customers had an opportunity to provide comments and sworn testimony. Others preferred to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

Aqua's rate case hearing before the PSC will be in Tallahassee. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel, will present testimony and be cross-examined before the Commissioners. During the hearing, testimony and exhibits will also be introduced into the record, thus establishing the official "record." Commissioners will review the utility's need for a rate increase, the utility's existing and proposed rate structure, and the utility's ability to provide safe and reliable service to Aqua's customers.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in service the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

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Mr. & Mrs. Uyles W. Keen
November 24, 2008
Page 2

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system, the quality of the water at its source, the number of customers, and, the geographic spread of the service area. In addition, government-run water and wastewater utilities are not required to pay federal income taxes which can also impact the level of rate charged.

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

You are entitled to receive safe, reliable utility service at reasonable rates, and the Commissioners are charged with making sure that companies in Florida, including Aqua, fulfill their service obligation. Thank you again for your letter, and if you have additional questions or need further assistance, please call our toll-free number, 1-800-342-3552.

Sincerely,


Bev DeMello
Assistant Director

BSD/jmb

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

STATE OF FLORIDA



OFFICE
CYNTI
DIREC.
(850) 413-6482

Public Service Commission

December 2, 2008

Mr. Robert A. Mattson
121 Palm Trail
East Palatka, Florida 32131

Re: Docket No. 080121-WS – Aqua Utilities Florida, Inc.

Dear Mr. Mattson:

Thank you for your recent letter to the Florida Public Service Commission (PSC) in which you expressed concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file.

As you may know, the PSC has held ten service hearings throughout Aqua's service territory. The purpose of these hearings was for Commissioners to hear from customers about the proposed rate increase and service provided by Aqua. Customers had an opportunity to provide comments and sworn testimony. Others preferred to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

Aqua's rate case hearing before the PSC will be in Tallahassee. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel, will present testimony and be cross-examined before the Commissioners. During the hearing, testimony and exhibits will also be introduced into the record, thus establishing the official "record." Commissioners will review the utility's need for a rate increase, the utility's existing and proposed rate structure, and the utility's ability to provide safe and reliable service to Aqua's customers.

In your letter, you ask why you are paying higher rates than customers of other water and wastewater companies. With respect to the rates of surrounding entities providing water and wastewater service, there are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system, the quality of the water at its source, the number of customers, and, the geographic spread of the service area. In addition, government-run water and wastewater utilities are not required to pay federal income taxes which can also impact the level of rates charged.

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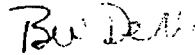
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Internet E-mail: contact@psc.state.fl.us

Mr. Robert A. Mattson
December 2, 2008
Page 2

You are entitled to receive safe, reliable utility service at reasonable rates, and the Commissioners are charged with making sure that companies in Florida, including Aqua, fulfill their service obligation. Thank you again for your letter, and if you have additional questions or need further assistance, please call our toll-free number, 1-800-342-3552.

Sincerely,



Bev DeMello
Assistant Director

BSD/jmb

COMMISSIONERS:
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KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA



OFFICE:
CYNTHIA
DIRECTOR
(850) 413-6482

Public Service Commission

November 24, 2008

Mr & Mrs. William Novak
103 Oak Grove Street
Lake Placid, Florida 33852

Re: Docket No. 080121-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Novak:

Thank you for your recent letter to the Florida Public Service Commission (PSC) in which you expressed concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file.

As you may know, the PSC has held ten service hearings throughout Aqua's service territory. The purpose of these hearings was for Commissioners to hear from customers about the proposed rate increase and service provided by Aqua. Customers had an opportunity to provide comments and sworn testimony. Others preferred to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

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I understand your concern regarding the payment of service when you are not in residence and this question is quite common. I would like to take this opportunity to explain why you are assessed charges even when you are away. The water lines that bring water to your home must be continually maintained to ensure they function properly every day. The utility faces costs to maintain the system and to ensure service is available whenever you turn on a faucet. While you may not require service every day of the year, service must be available at your demand. Most utilities, whether water, electric, or natural gas, operate the same way. A bill will be issued to the customer for a base charge

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Internet E-mail: contact@psc.state.fl.us

Mr. & Mrs. William Novak
November 24, 2008
Page 2

that represents the costs necessary to maintain the system and meet its obligation to provide service whenever the customer requires it.

You are entitled to receive safe, reliable utility service at reasonable rates, and the Commissioners are charged with making sure that companies in Florida, including Aqua, fulfill their service obligation. Thank you again for your letter, and if you have additional questions or need further assistance, please call our toll-free number, 1-800-342-3552.

Sincerely,



Bev DeMello
Assistant Director

BSD/jmb

STATE OF FLORIDA

COMMISSIONERS:
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CYN
DIRECTOR
(850) 413-6482

Public Service Commission

November 24, 2008

Ms. Thelma Williams
35160 Ada Avenue
Zephyrhills, Florida 33541

Re: Docket No. 080121-WS – Aqua Utilities Florida, Inc.

Dear Ms. Williams:

Thank you for your recent letter to the Florida Public Service Commission (PSC) in which you expressed concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file.

As you may know, the PSC has held ten service hearings throughout Aqua's service territory. The purpose of these hearings was for Commissioners to hear from customers about the proposed rate increase and service provided by Aqua. Customers had an opportunity to provide comments and sworn testimony. Others preferred to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

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Ms. Thelma Williams
November 24, 2008
Page 2

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You are entitled to receive safe, reliable utility service at reasonable rates, and the Commissioners are charged with making sure that companies in Florida, including Aqua, fulfill their service obligation. Thank you again for your letter, and if you have additional questions or need further assistance, please call our toll-free number, 1-800-342-3552.

Sincerely,



Bev DeMello
Assistant Director

BSD/jmb

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Public Service Commission

August 15, 2008

Mr. Roland Rioux
1328 Lake Victoria Drive
Lake Worth, Florida 33461

Dear Mr. Rioux:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file.

As you know, the PSC is holding 10 service hearings throughout Aqua's service territory. The purpose of these service hearings is for Commissioners to hear from Aqua customers about the proposed rate increase and service provided by Aqua. During these hearings, customers have an opportunity to provide verbal comments, as sworn testimony. Others may prefer to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

When a water or wastewater company files a petition for a rate increase, it may also request interim or temporary rates to be applied while the rate case is being considered by the Commission. Interim rates are granted if the utility demonstrates that it cannot earn its approved rate of return during the eight months a rate case typically takes to resolve. The PSC has approved Aqua's request for interim rates; however, these rates are based on your actual consumption. For example, you will not be billed a gallonage charge for 5,000 gallons unless you use 5,000 gallons.

I have enclosed a copy of Chapter 367.082, Florida Statutes, which defines how the Commission is to determine interim rates. The statute also provides that, if the final rates approved by the Commission are lower than the interim rates, the utility will be required to refund the excess revenue, plus interest, at a rate established by the Commission.

The Commission is aware of recent customer concerns about Aqua's quality of service, which you also mentioned. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater);

Mr. Roland Rioux
August 15, 2008
Page 2

operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

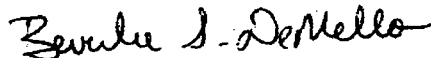
Currently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent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

Aqua's full rate case hearing before the PSC will be December 8-11, 2008 in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, the Office of the Public Counsel, and the Attorney General's Office may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners next year.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the February 11, 2009, Special Agenda Conference, and vote on the appropriate rates at the March 3, 2009 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642 in the Division of Economic Regulation.

Sincerely,



Beverlee S. DeMello
Assistant Director

BD/jb
Enclosures (2)

State of Florida



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Public Service Co.

08 DEC -4 PM 2:20

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TALLAHASSEE, FLORIDA 32399-0850

COMMISSION
CLERK

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

DATE: December 4, 2008
TO: Ann Cole, Commission Clerk - PSC, Office of Commission Clerk
FROM: Lorena A. Holley, Chief Advisor to Commissioner McMurrian *JAM*
RE: Communication Received in Docket No. 080121-WS

This office has received the attached e-mail and report from Mr. Jorge Aguilar, on behalf of the non-profit organization Food and Water Watch, regarding the above-noted docket.

The correspondence has not been viewed or considered in any way by Commissioner McMurrian. Under the terms of the advisory opinion from the Commission on Ethics (issued July 24, 1991 as CEO 91-31-July 19, 1991), the following letter does not constitute an ex parte communication by virtue of the fact that it was not shown to the Commissioner. Because it is not deemed to be an ex parte communication, it does not require dissemination to parties pursuant to the provisions of section 350.042, Florida Statutes. However, in such cases Commissioner McMurrian has requested that a copy of the correspondence, report, and this memo be placed in the correspondence side of the docket file.

cc: Advisors to Commissioners

Attachment

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 02419-08
DISTRIBUTION:

Kay Posey

From: Jorge Aguilar [jaguilar@fwwatch.org]
Sent: Wednesday, December 03, 2008 3:48 PM
To: Office of Commissioner McMurrian
Subject: National Report on Aqua America Utilities (Food and Water Watch - Jorge Aguilar)
Attachments: AquaAmerica.pdf, ATT1045521.htm

Dear Commissioner Katrina J. McMurrian,

Hello! My name is Jorge Aguilar and I work for a non-profit called Food and Water Watch (FWW) that is based out of Washington, D.C. FWW is a consumer advocacy group that works to ensure clean water and safe food through lobbying, media, and community outreach.

Part of our work on water issues is to track trends in the water utility industry, including the operations and management of private utility systems like American Water, United Water, and CH2MHILL, to name a few. As FWW was finalizing its latest report on Aqua America, one of the largest and fastest growing utility in the States, it came to our attention that Aqua Utilities has also been expanding across the state of Florida.

The reason I am writing to you is because we were disheartened to find that Aqua Utilities has been petitioning to consolidate its water rate structure in Florida, much like it has across the country, to the detriment of citizens already facing tight personal budgets in a declining economy. I want to highlight the fact that in 2007 Aqua America brought in \$602.5 million in revenue and \$95 million in profit through their aggressive rate increases.

While the fact that the company has been accumulating such a high rate of return, particularly in these hard times, is appalling, Aqua is also failing to meet service and quality standards for the customers who depend on the company for their water. Sadly, Florida residents like the ones in smaller, rural towns Chuluota are suffering the same fate that other Aqua customers have met: egregious water rates, quality of water so terrible that it has led to health concerns, and no one to stand up for them.

I am providing a copy of our Aqua America report with the hopes that you will learn more about Aqua's modus operandi. One of the things that Aqua America counts on in other states is little competition and weak public oversight. I know that the Public Service Commission is taking these issues seriously and is deliberating on how to best regulate Aqua's water systems. I hope you will consider the information gathered in this report as well as public testimony in judging Aqua prudently and ethically.

Beforehand, I want to thank you for your attention to this important issue. Feel free to call me at 202 683 2529 if you have any questions or comments.

In Regards,

Jorge Aguilar

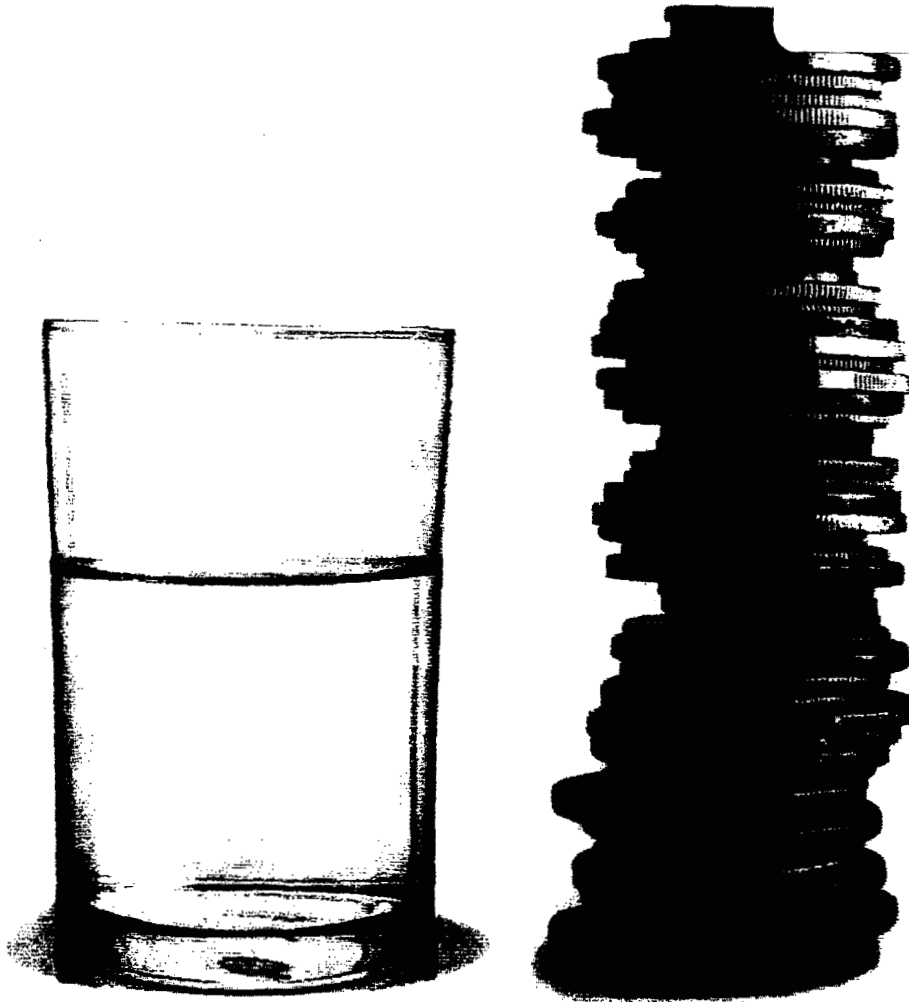
12/4/2008

AQUA AMERICA

Strategies of a Water Profiteer

food&water watch





About Food & Water Watch

Food & Water Watch is a nonprofit consumer organization that works to ensure clean water and safe food. We challenge the corporate control and abuse of our food and water resources by empowering people to take action and by transforming the public consciousness about what we eat and drink. Food & Water Watch works with grassroots organizations around the world to create an economically and environmentally viable future. Through research, public and policymaker education, media, and lobbying, we advocate policies that guarantee safe, wholesome food produced in a humane and sustainable manner, and public, rather than private, control of water resources including oceans, rivers, and groundwater.

Food & Water Watch
1616 P St. NW, Suite 300
Washington, DC 20036
tel: (202) 683-2500
fax: (202) 683-2501
info@fwwatch.org
www.foodandwaterwatch.org



Photo p. 9 courtesy of Holly Wren Spaulding, Sweetwater Alliance.

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AQUA AMERICA

Strategies of a Water Profiteer

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Executive Summary

Aqua America is the second largest publicly traded water and wastewater corporation based in the United States. It has pushed its way to the top through a strategy of aggressive acquisitions and drastic rate increases.

Aiming to make several dozen acquisitions a year, the company targets smaller systems to avoid a citizenry armed with resources to fight the takeover. And it pursues systems in states that have fast growing populations, corporate friendly regulatory environments and considerable investment needs. Of course, all of this is done with an eye toward its bottom line.

Not long after taking over a system, the company begins its almost continual process of increasing rates. In just the first nine months of 2007, the company increased rates in nine locations. It has nine additional rate increases pending and plans even more over the course of 2008.¹

While families see skyrocketing water bills, the company sees booming revenue growth: 13 percent in 2007 alone.² But rather than reinvesting all the money from community bills into improving their water and sewer systems, as a public utility would do, the company is "delivering solid returns to its shareholders."³

Discontent is growing among its customers, and many communities are beginning to speak up. In some cases, they even are kicking out Aqua America and reclaiming public control over their vital water and sewer infrastructure.

Aqua America is failing to protect the public interest. Instead of private control of their water systems, communities need — and overwhelmingly support — a national trust fund for clean and safe water. Federal support for public utilities will do what Aqua America has not done: A trust fund will help ensure families across the country have access to clean, safe and affordable water.

Key Findings

- Aqua America is hiking up water bills through rapid-fire rate increases and infrastructure surcharges.
- Aqua America is aggressively acquiring new systems, especially places with high population growth, little competition and weak regulation.
- Aqua America is cutting and running on communities with the greatest needs and least profitability.
- Aqua America is expanding into unregulated industries to avoid public oversight of pricing.
- Communities are fighting to kick out Aqua America and reclaim public control over their vital drinking water and clean water infrastructure.

Introduction

In the United States, 86 percent of people on community water systems receive their drinking water from a public utility, and these public operators have kept drinking water safe and affordable for most households. Public utilities provide nearly 250 million people with high quality water that costs less than a penny per gallon.

But even the best management can't stop the effects of time. Across the nation, water and wastewater systems are aging, pipes are crumbling and growing populations are straining already overburdened water supplies. The mounting repair and replacement costs are taxing many municipalities, especially small towns that have limited financial resources.

The federal government has traditionally provided assistance to these struggling utilities, but that funding is going dry. In the face of seemingly insurmountable improvement costs, as a last resort, cash-strapped municipalities are selling their water and sewer systems to corporations that are aggressively marketing themselves to local officials.

Aqua America, Inc., is one company trying to cash in on the infrastructure crisis. It is voraciously eating up small systems. With nearly 200 acquisitions over the last 10 years,⁴ Aqua America has grown into the second largest publicly traded U.S. based water and wastewater company, serving 3 million people in 13 states.

Up until the late 1980s, however, it was a different story. For more than 100 years, Aqua America operated almost exclusively in the suburbs of Philadelphia, where it was founded in 1868. But in the early 1990s, it began its aggressive growth-by-acquisition strategy, and in 2004, the corporation, still based in Bryn Mawr, Pa., changed its name from Philadelphia Suburban Water Co. to Aqua America to announce its arrival on the national stage.⁵

As Aqua America expands, its customers shoulder rapidly increasing water rates, which bring in heaps of money for the company: \$602.5 million in revenue and \$95 million in pure profit in 2007.⁶ Meanwhile, many households are seeing their water bills grow out of their budget, placing extra hardship on families already toiling to keep up with skyrocketing housing costs.

Aqua America believes it is the savior of small struggling water systems, but its customers are quickly learning that privatization brings higher rates and no public accountability. Corporations answer to the will of their shareholders – not the residents they serve.



Aqua America

Instead of corporate control, citizens need — and overwhelmingly support by a 6-to-1 margin⁷ — a national trust fund for clean and safe water. Federal support for public utilities will help keep prices affordable and ensure high quality water for families across the country.

How Water Companies Make Money

Because all water utilities are monopolies, most states oversee the prices that water companies charge to avert exploitative rates. Water corporations, however, have found a way to use this regulation to inflate water prices and grow their earnings — at the expense of the households footing the bill.

Usually when a corporation wants to increase rates, it files for a rate case, and state regulators hold public hearings and conduct investigations to evaluate the proposal. This typically lasts nine to 12 months — a period Aqua America calls regulatory lag. At the end of the process, state regulators set rates that allow the corporation to run its systems, maintain equipment and bring in a certain amount of profit.⁸

These profits are a portion, usually around 10 percent, of the amount that a company spends on infrastructure; regulators call this the rate of return on investment. The more money a corporation invests in a system, the more it can charge for water service and the more it can rake in for stockholders. The idea is that a private utility must spend money to make money.

And Aqua America knows this very well. "Aqua shrewdly exploits the system to its advantage," according to Boenning & Scattergood, Inc., an investment research company that does business with Aqua America.⁹

Indeed, a rate of return system can be dangerous, some economists warn, because "managers have an incentive to inflate costs and raise price."¹⁰

Aqua America's Growth Strategy

Nicholas DeBenedictis, CEO of Aqua America, has very particular plans for his company's development in the regulated return system. He focuses on both new acquisitions and organic customer growth, and he is eager to drop less profitable systems. His underlying goal is always to expand the company's earnings.

Grow the Rate Base

The crux of Aqua's growth strategy is to grow the rate base, which is the value of its property that regulators use to determine its allowable return. Aqua adds to its rate base by making capital investments, such as building new treatment plants, purchasing expensive system technology, replacing pipelines and extending service lines. On these types of projects, Aqua plans to spend more than \$1 billion over the next five years.¹⁶

Early History of Water

Many of the early water supply systems were developed in the late 18th and early 19th centuries. In 1785, the first public water supply was established in London. In 1802, the first public water supply in the United States was established in New York City. The first public water supply in the United States was established in New York City in 1802. The first public water supply in the United States was established in New York City in 1802.

This early history of New York City's water system began with the city's first public water supply in 1802. The city's first public water supply was established in New York City in 1802. The city's first public water supply was established in New York City in 1802.

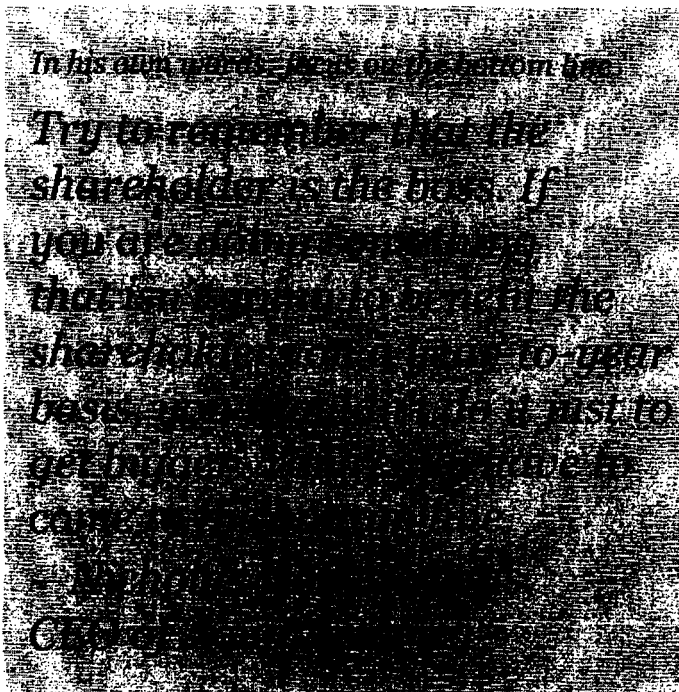
By the mid-19th century, the city's population had grown rapidly, and the city's water supply was inadequate. The city's first public water supply was established in New York City in 1802. The city's first public water supply was established in New York City in 1802.

It didn't take long for the city to realize that its water supply was inadequate. The city's first public water supply was established in New York City in 1802. The city's first public water supply was established in New York City in 1802.

Waterborne diseases, such as cholera, were a major public health concern in the mid-19th century. The city's first public water supply was established in New York City in 1802. The city's first public water supply was established in New York City in 1802.

Driven by public concern and a growing regulatory agency and high rate of return, the city's water supply was established in New York City in 1802. The city's first public water supply was established in New York City in 1802.

Food & Water Watch



Surcharges

For Aqua, the traditional rate hike is not enough. The corporation vigorously pursues new ways to charge people more money.

One technique that Aqua pioneered is the infrastructure improvement surcharge. The surcharges are temporary fees added to water bills that allow companies to receive a return on capital investment without any public comment or trial period. As of June 2008, only eight states allow surcharges, these including six states where Aqua operates: Pennsylvania, Illinois, Ohio, New York, Indiana and Missouri. Outside of Aqua's territory, two states allow them: Connecticut and Delaware.

Aqua has had considerable influence on getting these fees approved, and its home state of Pennsylvania was the first to allow them. David Schanzer, a utility analyst at Janney Montgomery Scott, hails Nicholas DeBenedictis, Aqua CEO, as the apostle of the surcharge mechanism. "He's the guy who got that," Schanzer said. "It was the holy grail for utilities for years."²⁰

After augmenting the rate base, Aqua seeks regulator approval to hike customer rates to both recover costs and boost profits. Accordingly, the company has proposed 32 rate increases in 2006 and 23 in 2007, and it plans many more in 2008.¹⁷

With its eyes on the bottom line, the company overlooks families sinking in water debt. It is not surprising then that the most common complaint about Aqua America is frequent rate increases and high water bills. While individual increases are not usually colossal, they compound, and communities begin to notice their monthly bills are often two or three times that of neighbors with municipal water.

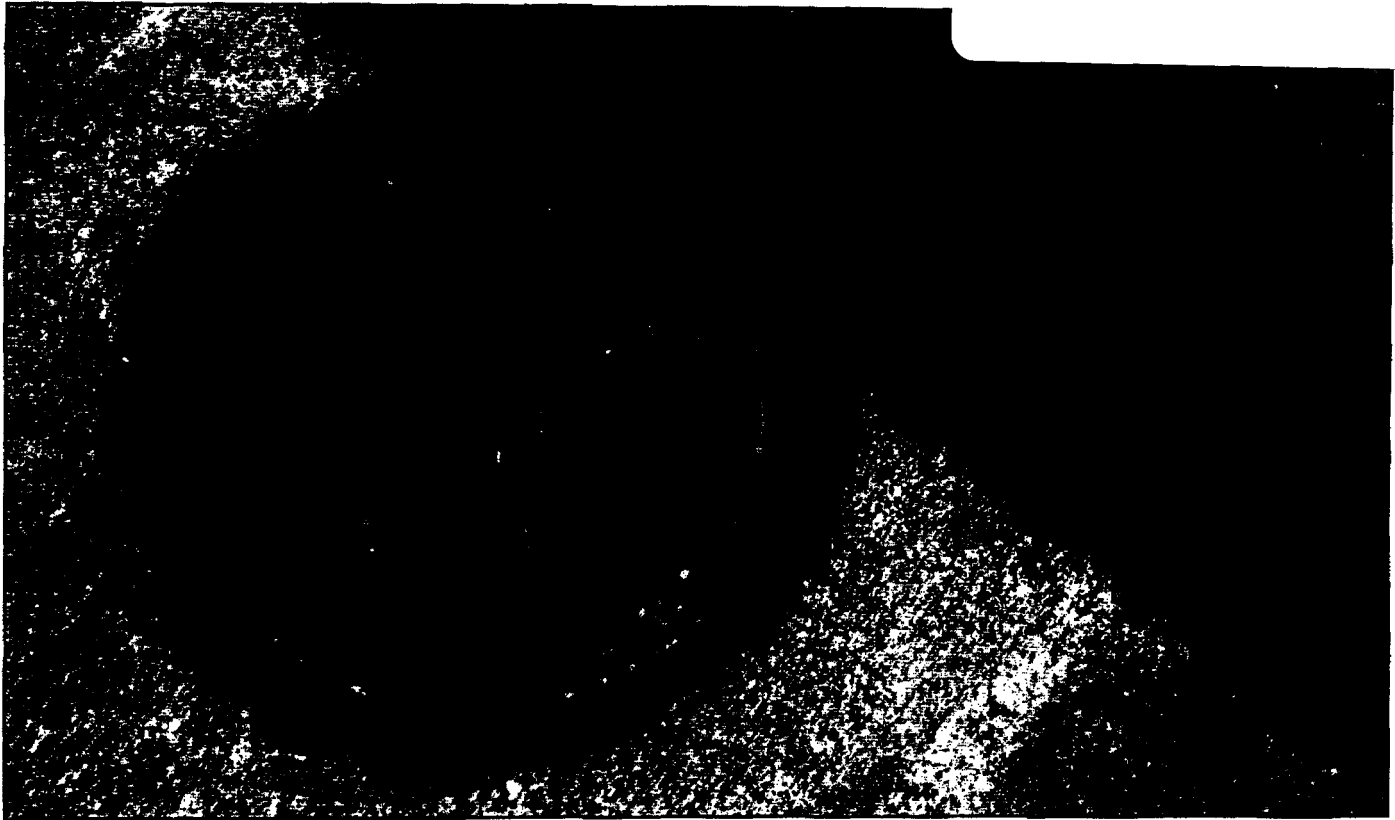
This is part of the company's strategy. "Our theory has always been to go in for smaller rate cases," DeBenedictis said, "but to go in more often."¹⁸

Aqua knows that regulators typically approve only a portion of its proposed rate increase, so the company initially makes an exorbitant, fanciful request. "Typically they'll ask for an excessive level of profit," Sonny Popowski, a Pennsylvania consumer advocate, said about Aqua America. "They never get what they ask for."¹⁹

This hasn't stopped Aqua America. It just incorporates the reduction into its scheme. Aqua asks for excessive rate increases, settles for less and quickly seeks another hike. Doing so, the company appears to yield to regulator concerns while actually yielding higher returns.



Indeed, the company has a strong incentive to get the surcharges approved; they bring in a substantial amount of revenue: \$7.9 million in 2006 and \$10.2 million in 2005.²¹



While Aqua surely benefits, the same cannot be said for its customers, who have to pay higher rates with limited public input.

In several states without specific surcharge policies, Aqua employs another tactic: interim rate increases. Aqua probably favors surcharges because interim rates, while boosting corporate profit, come with greater public oversight. For example, in Florida, an Aqua subsidiary charged an interim rate while waiting for a rate case that was eventually denied. Because regulators rejected the increase, the company had to refund all the fees, with interest, to its customers.²²

The surcharges go by many different names; the most popular is *Distribution System Improvement Charge*. Customers should be aware that Aqua is actively trying to get more surcharge laws passed.

Acquisitions

Aqua seems to have an unquenchable thirst for new systems. Over the last decade, it has been gulping them down as part of its strategy to grow the rate base.

Until 1999, Aqua America operated in only Pennsylvania, but in less than 10 years, Aqua has expanded into more than

a dozen states.²³ Aiming to make 25 to 35 acquisitions a year,²⁴ the company employs several tactics to takeover new systems:

- **Aqua targets small to mid-sized water systems.** Smaller systems generally have greater per capita needs. As federal funding dries up, these cash-strapped systems are becoming increasingly vulnerable to private takeover. What's more, small, rural and lower income towns have less political voice to protest and fewer financial means to legally contest the sale of their water systems to a corporation. Aqua can negotiate favorable transactions with these mid-size systems and avoid what equity research firm Boenning & Scattergood calls "the political difficulties typically associated with large urban systems."²⁵
- **Aqua targets systems in disrepair.** A system in need of repair is a system that brings in profit. Aqua's profits are a percentage of the amount it spends, so when it invests extra money to improve dilapidated infrastructure, the company augments its total profits. Its customers, of course, pay for all costs and corporate income through their water bills. Under the regulated return system, this is

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the main way Aqua America gets more money for stockholders.²⁶

- **Aqua targets regions with fast growing populations.** Moving away from the slower-growing Northeast, Aqua has beefed up its presence in the southern states of Florida, Texas and North Carolina²⁷ – three of the 10 fastest growing states.²⁸ In many southern states, Aqua can cut deals with developers to build, own and operate water systems for new subdivisions springing up to provide housing for expanding populations.

Pruning Policy

Snatching with one hand, ditching with the other. Aqua is trying to unload several systems.

Through its *pruning policy*, Aqua America weeds out and disposes of less profitable systems. Aiming to sell \$50 to \$100 million worth of these systems in 2008, DeBenedictis asked his regional heads to identify places with negative growth potential or return rates less than 10 percent – Aqua's goal.

The company has already pinpointed around a dozen locations. By dropping these places and keeping only lucrative ones, Aqua will grow its profit margin.

Indeed, Aqua intends to turn even the practice of ditching a system into a rewarding enterprise. "We're not going to do it unless we can make money on them," DeBenedictis said. "We'll probably be able to book gains on most of them."³⁰

Aqua is always thinking about the payoffs — not its customers or the provision of safe, affordable water.

Quack Analysis

A quack analysis governs Aqua's decisions to grab or drop a system.

To beef up returns, Aqua has begun shifting money to corporate friendly states, which grant high rates and allow surcharges. This program is called *Quack Analysis*: Can we afford the capital. Addressing stockholders during Aqua America's 2007 earnings conference call, DeBenedictis said when the company invests money it considers "when will you get the money back and what kind of rate case will it need and if it doesn't seem realistic we cut back spending."³¹

Indeed, state regulators have tremendous influence on Aqua's earnings, and Aqua considers each state's distinct regulatory environment before it purchases a system.

Overall, Aqua has been fairly successful at building up positive relations with state regulators. And at least one analyst glorifies DeBenedictis's ability to chum it up: "There's nobody better in the United States at regulatory interface than the CEO of Philadelphia Suburban [now called Aqua America]," said David Schanzer, a utility analyst at Janney Montgomery Scott.³³

Nevertheless, several states offer more lucrative returns. Boenning & Scattergood, an equity research firm, ranked the regulatory environments in the six states containing the majority of publicly traded water utilities. It should come as no surprise that Pennsylvania — Aqua's home state and

in his own words: aqua's strategy

Why do we like the South? I'll tell you why. It's growing faster than the North. It's hotter, they water their lawns more, they take more showers. We don't have the problems with pipes freezing and breaking on Christmas Eve. There's less competition. We don't have 45 water companies like in New Jersey where every developer who wants to talk to a water company has a choice. It's no question. We think the South is going to be a completely different way of doing business.

— Nicholas DeBenedictis, CEO of Aqua America²⁹

largest market — sits on top of the list as the most attractive “from the perspective of regulated utilities attempting to generate earning growth and maximize shareholder values.”

Investing money only in places with looser regulation doesn't seem like the actions of a company that is concerned about customers or quality service; rather, it seems like one concerned about shareholders and profits.

Invest in New Industries

From weak regulation to deregulation, Aqua America also is moving into new industries with less public oversight.

In 2003, Aqua expanded into the wastewater service industry, which now represents 10 percent of its revenue.³⁴ Part of the allure of wastewater is that fewer states regulate its pricing as compared to that of drinking water. Indeed, the regulatory commissions of two states where Aqua operates — New York and Maine — do not oversee the rates that sewer utilities charge.³⁵ Although Aqua owns mostly water systems in these states, it is in a good position to expand into the wastewater market.

Another attractive feature of the wastewater industry is actually its lack of “populist appeal,” according to one equity research firm.³⁶ Wastewater privatization provokes less political resistance because it does have an ingested end product.³⁷

Aqua America also has moved into the unregulated septage tank pumping and sludge hauling businesses.³⁸

Oppose Federal Funding

For all of Aqua's strategies to play out, it must be able to invest in infrastructure and acquire new systems — two actions that government funding could severely restrict. Federal assistance reduces the amount a company needs to invest, cutting away corporate returns, and it helps cash-strapped utilities stay afloat and fend off takeover. It is not surprising then that water corporations oppose a federal trust fund for clean and safe water.

“Congress is also becoming aware of the challenge [of the infrastructure crisis],” said Peter Cook, the executive director of the National Association of Water Companies; “however Congress responds to the challenge could be key to our long-term success and the long-term health of the water industry.”³⁹

Corporations, however, have little to worry about; federal funding is at an all time low. Meanwhile, the cost of repairing and updating the nation's aging systems is forcing many municipalities to hand over control to water companies

hustling private sector finance. The void of federal funding allows corporations to squeeze into the space the government once filled.

Aqua America Communities

Aqua America designed all of its strategies to augment profits and please stockholders, but the same cannot be said for the communities that it serves. Aqua sticks its customers with high rates and poor service, and some communities are so fed up with these practices that they oust Aqua in favor of local, public control.

High Rates and Poor Service

Pennsylvania: No End in Sight

Few understand the price of Aqua's strategies better than the 400,000 customers in its home state of Pennsylvania.

Aqua Pennsylvania, a subsidiary of Aqua America, has sought rate increases at least every two years since 1993.⁴⁰ Since 2001, Aqua has filed for four rate hikes:

- In November 2001, Aqua Pennsylvania (then called Philadelphia Suburban Water Co.) sought a 14.7 percent rate increase that would have upped its revenue by \$28 million.⁴¹ The Pennsylvania Public Utilities Commission granted most of it: a 10 percent rate hike worth \$21.2 million.⁴²
- Two years later, in November 2003, Aqua Pennsylvania sought a 10.2 percent rate increase amounting to \$25.3 million in revenue. By this time, Aqua's customers around Philadelphia already were paying more than \$400 — twice the typical annual bill of their neighbors with city water.⁴³ After public hearings, regulators granted Aqua Pennsylvania only a 5.9 percent increase, bringing in \$14.4 million in revenue.
- Two years later, in November 2005, Aqua Pennsylvania sought a 14.4 percent rate increase amounting to \$38.8 million. Again, PUC and consumer advocates were able to lower this amount to 9.2 percent, which brought in \$24.9 million additional revenue. In this agreement, Aqua Pennsylvania promised not to seek another rate increase until November 2007.⁴⁴
- As soon as November 2007 rolled around, Aqua made its request — this time for 13.6 percent, or \$41.7 million.⁴⁵ The PUC decision is pending, but the regulators typically approve two-thirds of the company's requested increase and likely will grant

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Aqua a \$27.4 million revenue boost.

Over that six-year period from 2001 to 2007, Aqua Pennsylvania has sought to snap up \$134 million in additional revenue by hiking household bills more than 60 percent and adding \$228 to the typical annual residential bill. Although PUC has cut these requests by about a third, the approved increases are still considerable.

Pending the decision on the 2008 rate case, and projecting the approval of two-thirds of the company's request, Aqua Pennsylvania's six-year revenue growth could top \$88 million. Meanwhile, the typical household would pay an annual water bill that is \$180, or \$110 when adjusted for inflation, more than what it paid in 2001.⁴⁶

Florida: Water, Water Everywhere, but the Price Is Too High to Drink

Aqua is learning that rate hikes aren't that easy in Florida.

Communities across the state sprang into action in May 2007, when Aqua Utilities Florida, a subsidiary of Aqua America, proposed a \$7.3 million rate increase that would have nearly doubled water and sewer rates for more than 110,000 customers across 15 Florida counties.⁴⁷ One worried resident protested, "That kind of rate hike would be

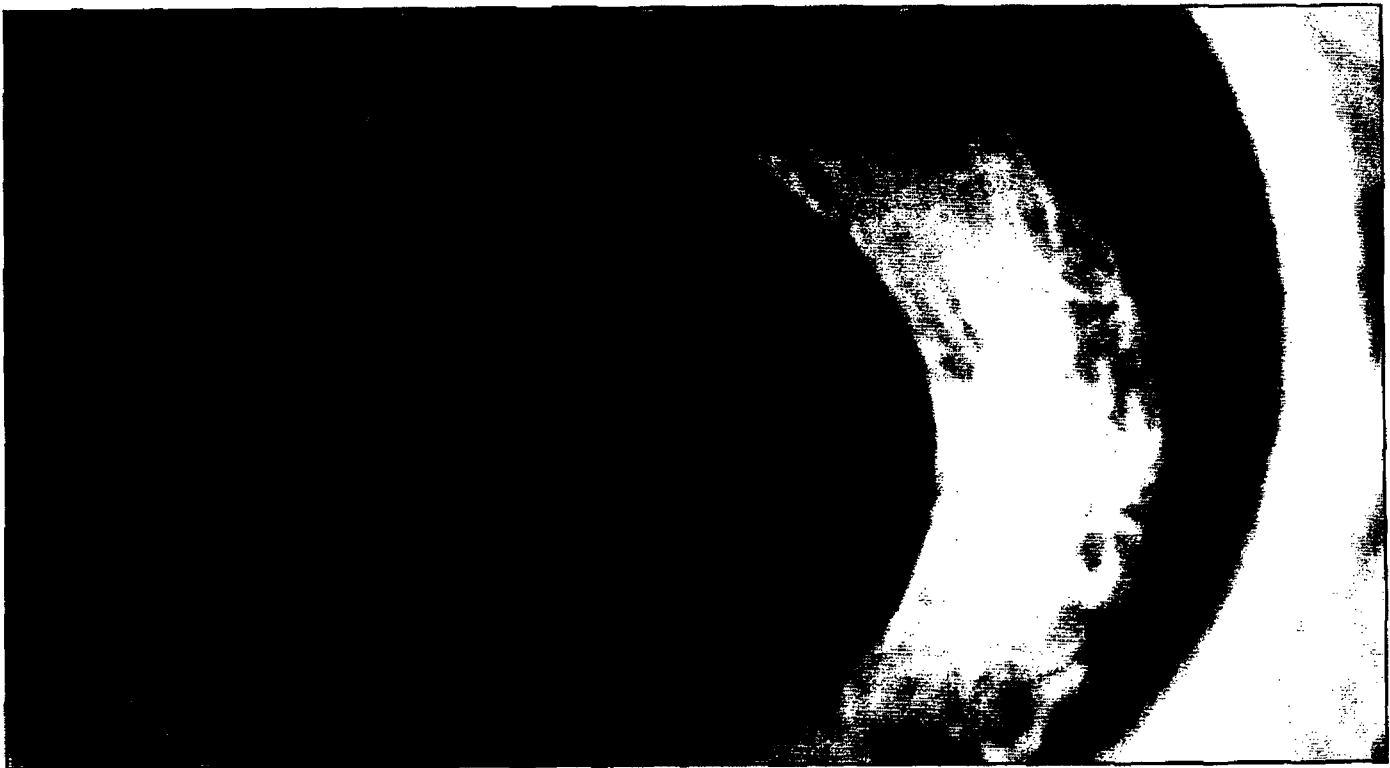
devastating to the elderly poor and working poor in West Putnam County."⁴⁸

Aqua Utilities Florida began charging the higher rates in mid-April before state regulators approved the increase,⁴⁹ outraging the community. About 150 Aqua customers, frustrated with paying exorbitant prices for poor quality water, packed a Florida Public Service Commission hearing to speak out against the rates that were more than 3 times that of their neighbors with public water.⁵⁰

"We have a legalized monopoly holding us hostage," Heidi Van Wagnen, a senior citizen and widow on a fixed income, told the commissioners. "Now they want a rate increase where it's going to cost us \$95 before we use the first drop of contaminated water. It's unfair, discriminatory and downright unconstitutional."⁵¹

For Aqua, the rate hike opened the floodgates of criticism from its customers. One resident described the water as "bleachy," and another called it "undrinkable." Several customers questioned Aqua's billing practices. They brought the commissioners documents showing irregular billing periods, ranging from 19 to 45 days. Other residents said they had never seen a meter reader.⁵²

Even Steve Riley, a consumer advocate with the Public Service Commission, was critical of the request. "We do feel





Aqua America

like the rate increase is both unjustified and very excessive," Riley said. "It's staggering and it's a matter of great concern to our office." Indeed, it was so bad that the state attorney general's office filed a motion to intervene.

Because of the community opposition, Aqua Utilities Florida backed away and withdrew its request in August 2007. In a settlement with the Public Service Commission, the corporation agreed to refund the interim rates, which amounted to about \$1 million.^{54,55}

The decision, however, was not the end of the road. Aqua Utilities Florida plans to file again in 2008.⁵⁶ Perhaps to prep for this next attempt, and as part of the settlement, the corporation held an inclusive workshop with the state regulators and their staff to promote rate consolidation.⁵⁷

In January 2008, Aqua hired Troy Rendell — a former supervisor at the Florida Public Service Commission — to serve as Aqua's chief liaison to the commission.⁵⁸ If Aqua can't build relationships with regulators to ease the approval of rate increases, they can always hire someone who already has that "in."

Virginia: Flushing Money Down the Toilet

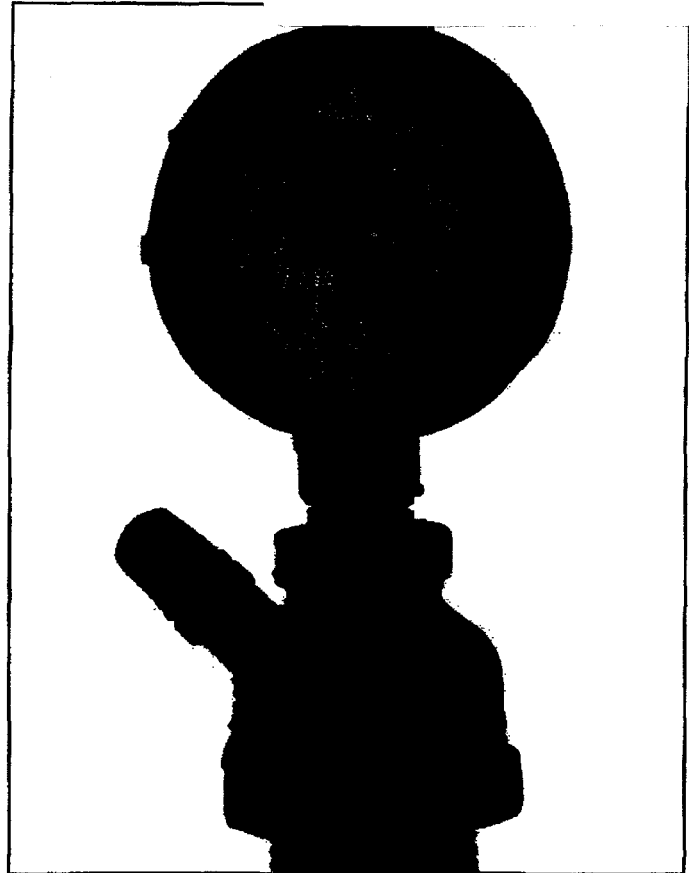
Many Virginians are paying high rates for second-rate service.

Members of the Lake Monticello community in Virginia became distraught at the high prices charged by Aqua Virginia, a subsidiary of Aqua America. When Aqua increased rates, the 4,000 households saw their water bills jump by 53 percent and their sewer bills soar, quadrupling to \$78 every other month.^{59,60,61}

While the rate hike bodes well for the company's bottom line — it will generate \$2.5 million in annual revenue — as resident Char Wickman has noted, it could price families on fixed incomes right out of the area.⁶²

If they have to pay such high prices, the residents expected at the least good service. But a year after the hike, Aqua's customers were wondering where this money was going. Thousands of residents lost service when an aging water main broke.

While the water was out, local restaurants lost business. Mike Hartling, an Aqua customer and owner of a café, said he received no offer of reimbursement for lost revenue. "We pay for it," he said, estimating his losses were around \$2,000 to \$2,500. "We expect to get the service, as all of the residents do."⁶³



Apparently, high prices don't mean high quality service. Aqua's customers are paying too much for what they're getting.

Texas: Picking on the Little Guys

Skyrocketing water prices have rattled the small senior citizen golfing community of Woodcreek, Texas.

"I'm on a fixed income, and this is hard for us," explained 81-year-old Francis Archer, who sprang into action after receiving a \$140 water and sewer bill. She joined hundreds of her fellow retirees from the 1,400-person community to protest at a city council meeting.⁶⁴

Woodcreek was just one of many places in Texas that experienced sharp rate hikes in 2005. Aqua Texas proposed increases in all of its 50 locations that year. Sadly, this small city did not have the money to fight Aqua and had to settle and allow the jacked up rates.⁶⁵ Residents remain upset that their bills are more than twice what neighbors in Austin pay.

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North Carolina: Left Out in the Woods

Aqua did a great disservice to the residents of Neuse River Village, N.C., when it took over their water and wastewater systems in 2004. Within a year, Aqua had cut off water service to more than half of the 130 households in this small manufactured home park, just a few miles outside of Raleigh.⁶⁶

Dozens of families had to fill jugs of water at their neighbors' faucets for daily cleaning and cooking, and many resorted to using the nearby woods as a bathroom. Parents and children faced possible eviction because a county health ordinance required homes to have running water. Residents worried about the health of their children and loved ones. "The children are going to get sick," said resident Juan Rivera. He pointed to his neighbor, and with anger and frustration in his voice, he said, "She's pregnant, and she has to go to the woods to use the bathroom."⁶⁷

"You're talking about families with children and no water to take baths or cook," said resident Barbara Wright.⁶⁸

It all started when Aqua bought the water system, installed meters and began charging residents water bills to cover not only water service but also the cost of the meters and corporate profits.⁶⁹ Before, water and wastewater service was included as part of their monthly lot rents. This rental fee did not decrease.⁷⁰

For many customers, the change was confusing. If Aqua gave any notification of the new charges, it sent letters in English to this predominately Spanish-speaking community.⁷¹



High rates exacerbated by leaking pipes made the transition all the more difficult. Several households received bills that topped \$200 a month, and others accrued debts upwards of \$1,000.⁷² Many families were paying more for water than for rent.

Perhaps because of their water woes, many residents left the community. The remaining households continue to face high bills and disconnections. Out of desperation, some families have resorted to bypassing the water meter with homemade piping. Although the company agreed to repair some of the piping and to establish a payment program, several residents still are knee deep in water debt.

Families are much worse off now than before Aqua North Carolina entered their lives.

Illinois: What Will You Be Charged?

When Aqua America buys a new system, the transition period can be especially rocky.

An hour south of Chicago, in Kankakee County, Ill., Aqua's 45,000 customers have endured rough tides. After Aqua took over their water system, the community did not receive any water bills throughout the summer of 2007.⁷³

The honeymoon didn't last long, though. The other shoe soon fell, and in the village of Manteno, households began receiving huge bills and even notices that Aqua would shut off their water.^{74,75} Aqua Illinois overcharged more than 100 customers, some by as much as nine times.⁷⁶

Everyone has similar stories. Aqua charged one customer for supposedly using 270,000 gallons of water on a vacant lot. Roy Hodges, another consumer, found Aqua's bill practices suspicious. He usually uses 4,500 gallons per month, yet in December 2007 Aqua charged him for 27,500 gallons, an unreasonably high amount. He also said his water bill varies the size of his waterline pipe from month to month — something he was positive had not changed.⁷⁷

Hodges believed these are tactics of Aqua Illinois to squeeze even more money out of communities that do not always have the resources to protest irregular and questionable bills. "We have a lot of senior citizens in town who don't know what their water charges are," he said. "[Aqua is] scalping people by overcharging them."⁷⁸

Village officials agreed that billing has been very erratic since Aqua took over in June. "Most bills are exceedingly high, several hundred dollars more than they should be," said Janice Schulteis, the village's resource manager.⁷⁹

Aqua is offering to re-read meters,⁸⁰ but it remains to be seen if this provides a solution.

Meanwhile, as residents struggle for fair service, a former village official is riding high. Aqua Illinois hired Craig Blanchette — the village administrator who pushed through the sale of Manteno's water system — to serve as its vice president and regional manager.⁸¹

Missouri: Act Now

Aqua Missouri has proposed a 50 percent rate increase for water and 35 percent for sewer services on December 7, 2007. Residents of local communities, such as Maplewood, are signing petitions to stop the increase.⁸²

Surcharges

New Jersey: Finding New Ways to Make Money

Dave Fried, the mayor of Robbinsville, N.J., is very upset about Aqua New Jersey's "latest outrageous request."⁸³ The company, a subsidiary of Aqua America, is seeking a 28 percent rate increase for its 45,000 customers in Robbinsville and surrounding areas, and at the same time, it hopes to tag on a new type of fee: the Distribution System Improvement Charge.⁸⁴

As of May 2008, New Jersey does not permit such improvement charges, but Aqua hopes to pilot the new fees. Because they would allow Aqua to increase rates without approval from the state, Mayor Fried fears they could result in "quiet rate increase each year with limited scrutiny from regulators."⁸⁵

New York: Laying the Groundwork

Aqua America built up its Aqua New York subsidiary with the purchase of New York Water Service in Nassau County, Long Island, at the end of 2006. In the acquisition, Aqua New York agreed not to increase rates until December 31, 2009.

At the same time, however, Aqua New York proposed a Distribution Improvement System Charge, which allows the company to increase prices. A clever way to avoid the rate freeze dictated in the sale, the surcharge allows the company to increase the typical customer's bills by nearly 2 percent each year and will allow Aqua to bring in another \$275,000 in annual revenue.⁸⁶

But hikes will not stop there. Even higher bills are on the horizon. Aqua promised to keep the previous rate plan only through the end of 2009, after which it likely will propose a substantial increase.



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Poor Quality Water and Environmental Standards

Pennsylvania: Oops!

In May 2007, the Pennsylvania Department of Environmental Protection found Aqua Pennsylvania workers responsible for dumping chlorinated water into a stream and killing hundreds of fish.⁸⁷

North Carolina: No Rush to Reach EPA Standards

Aqua's poor quality water can be hazardous not just to fish.

In the wealthy northern areas of Wake County, N.C., residents began to worry about their children's health when their household water filters turned brown and red after only one month of use.⁸⁸ In the poorer southern areas, families began to worry when the water from an outdoor faucet resembled chocolate milk.⁸⁹

Although the communities differ in wealth, they share in the bad service of the same corporation: Aqua North Carolina, a subsidiary of Aqua America and the largest private utility in North Carolina, operating in half of the state's 100 counties.

Across Wake County, Aqua's customers received low-quality and potentially dangerous water. The carcinogens radium and uranium contaminated the drinking water of one of its northern Wake County communities. In this community, uranium levels were five times higher than EPA's allowable concentration.⁹⁰ Aqua's customers in southern Wake County regularly received notices about high levels of radium.⁹¹ To minimize health risks, drinking water ideally should contain no uranium or radium, according to EPA.⁹²

Tom Roberts, Aqua North Carolina's president, must disagree with EPA scientists, because he has responded to community complaints by saying that radium is "a very minimal health risk." While admitting the company must reduce the contamination, Roberts rationalizes delayed action, saying, "Not only do we have to do something, but we have to do it in an economic way, and that's why we're taking our time."⁹³

Many residents are appalled that the company would take its time to remove carcinogens from their drinking water, and they are demanding safe water that meets EPA standards.

Pruning Policy

Virginia: The Easy Way Out

In 2007, Aqua America began its Pruning Policy by selling its water system in Henrico County, Va., for \$1.5 million.

Aqua dropped the water system because it "needed major capital expenditures to meet continuing environmental compliance standards."⁹⁴ Apparently, it was easier to dispose of the system — without regard to the residents or the environment — than to make necessary investments.

Mobilizing to Remove Aqua America

Indiana: Goodbye, Aqua America

Ed Steger knows what Aqua America's services look like. In his Fort Wayne, Ind., home, yellow water pours from his kitchen faucet, bright orange stains the inside of his toilet and grey water reddens his silver chest hair when he showers. Steger has tried, unsuccessfully, to mitigate the damage of his water's high iron content by purchasing a \$500 water softener and paying \$18 a month for chemical treatment — all in addition to his monthly water bills.⁹⁵

Steger is hopeful, though. He anticipates great improvements are on the horizon.⁹⁶ After residents signed petitions to get rid of the company,⁹⁷ the City of Fort Wayne used eminent domain to take over the water and sewer system on the city's north side from Aqua Indiana, a subsidiary of Aqua America.⁹⁸ The mayor will seek to buy the southwest utility from Aqua after completing the north side purchase.⁹⁹

The acquisition has received huge support across northern Ft. Wayne, where poor service had plagued Aqua's 9,200 water customers and 1,700 sewer customers. The water and sewer systems needed thousands of dollars in repairs, but Aqua Indiana was investing very little of what it budgeted for infrastructure, despite seeking to hike rates by 75 percent.^{100,102}

The city plans to provide better water, improve service and rejuvenate the systems — all at a lower price. With the water and sewer systems in public hands, the average family of four will save \$90 a month, and small businesses will save around 40 percent on their bills. What's more, the city will implement long-term and locally accountable rate control to help ensure that prices are affordable for its residents. Although it sounds like a great feat, the city can accomplish its goals because it does not have to turn profit, whereas Aqua Indiana sent stockholders \$3.6 million in 2006.¹⁰³

Florida: Sticking It to Aqua America

Aqua America is in hot water in Florida.

In November 2007, after almost four years of high rates and poor quality water, the town of Chuluota in Seminole County, Fla., began preliminary discussions to oust Aqua Utilities Florida, a subsidiary of Aqua America.

Chuluota residents were paying water and sewer bills of \$95 a month — three times the \$32 households pay in nearby Oviedo.¹⁰⁴ And that's a bargain compared to the \$186 Aqua had originally charged.¹⁰⁵ Aqua had to refund these excessively high rates after residents came together and defeated the company's rate increase request. This marked a major victory for the communities, and it inspired civic engagement in the fight for clean, safe and affordable water.

"This is definitely a victory for the consumer," said Kelly Sullivan, an Aqua customer and organizer with Chuluota Friends of Locally Owned Water, which wants public control of the water system. "This was the result of citizens getting involved in government. The outcome would not have been the same without it."¹⁰⁶

"This is an example of a community stepping up and taking control," said Ron McKay, another leader of community efforts to stop the hike. "We were not going to let corporate greed prevail and let them get away with what they were doing. We put our foot down."¹⁰⁷

Water rates are not the only issue important to residents. Aqua Utilities Florida has repeatedly failed to comply with basic drinking water standards. In January 2007, Florida's Division of Environmental Protection ordered Aqua to reduce the high levels of trihalomethane, a water quality violation ongoing since October 2005.¹⁰⁸

Trihalomethane, a byproduct of drinking water disinfection, increases the risk of cancer and problems with the liver, kidney and central nervous system,¹⁰⁹ and it is associated

with miscarriage and stillbirth.¹¹⁰ Yet, in a recent notice to the public, Aqua Utilities Florida stated, "... this is not an immediate risk. If it had been, you would have been notified immediately."¹¹¹

Perhaps Aqua is not taking this problem seriously. The company failed to meet the deadline to reduce the contamination, and the Division of Environmental Protection is fining Aqua \$9,000 plus \$100 per day until it is resolved.¹¹² Although the penalties are accruing, Chuluota FLOW says the amount is "pocket change to Aqua."¹¹³

Chuluota FLOW is working with Seminole County officials who are trying to buy the system from Aqua Utilities Florida. During preliminary discussions, the county valued the water and wastewater system at \$2 million. Aqua disagreed, saying it is worth four times more, around \$8 million. Seminole County and Aqua Utilities Florida are continuing conversations about the purchase price.

But if Aqua can have its way, the sale will bleed the community dry. As DeBenedictis has said, Aqua sells a system only if it can turn a profit. But Chuluota FLOW won't stand passively by while this happens.

"Water is becoming a scarce resource in Florida," Sullivan said. "Why should a company from Pennsylvania control this resource and pay big dividends to its investors while sticking it to us?"¹¹⁴

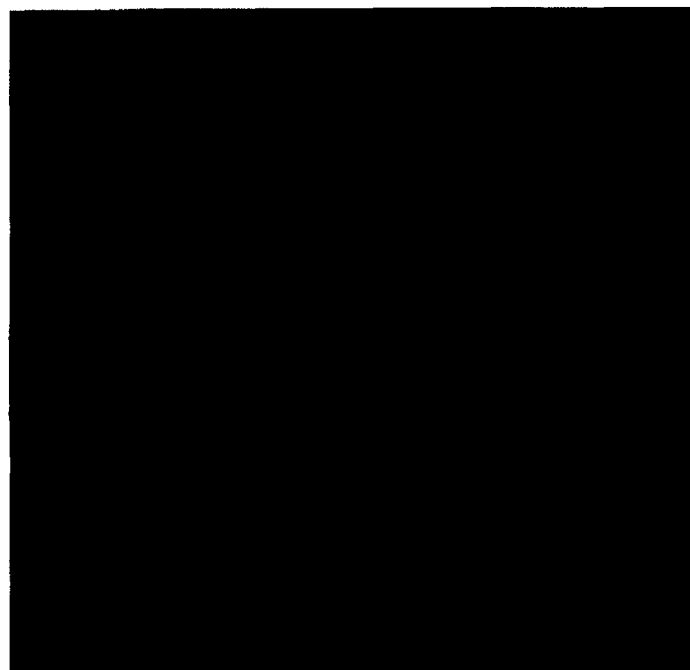
Ohio: Case Dismissed

Northeast Ohio, just outside of Cleveland, is a battleground between private water and public water. Residents and Mahoning Valley Sanitary District, a public utility, are fighting for public water. They are collecting petitions, voting and kicking out water companies.

Meanwhile, Aqua Ohio, a subsidiary of Aqua America, is trying to expand its hold of water and sewer systems. The company has offered to buy water systems that are not for sale and has sued counties that want out of their contracts.

In Trumbull County, Aqua Ohio waged a legal battle against a public takeover. In 2005, the communities of Brookfield, Vienna, Liberty and Hubbard decided against renewing their contract with Aqua, which had operated their water systems since 1955. The county wanted public control, but Aqua refused to relinquish control.

The corporation sued the county, claiming that it received insufficient notice of contract termination, so the deal should be effective until 2015. The county, however, insisted that it did give adequate notice.¹¹⁵ A judge sided with the county and dismissed Aqua's case in February 2008.



Food & Water Watch

Mahoning Valley Sanitary District took over the water system and began providing water service to the 2,800 former Aqua Ohio customers.¹¹⁶ It has already begun working on pipe extensions and a booster station that will allow residents to get water at a lower cost.¹¹⁷

Aqua was never allowed into Campbell, Ohio.

Facing fiscal trouble, John Dill, the mayor of Campbell, wanted to sell its water system to Aqua Ohio in 2005. The city residents sprang into action to prevent corporate control of their water system. Through a November 2006 referendum, the citizens rejected the \$10.2 million deal.¹¹⁸

The mayor, however, refused to give up the privatization push, and in 2007, the residents had to petition to get another referendum passed in the November 2007 elections. This latest measure voided legislation that authorized the mayor to negotiate the sale or lease of the town's water system.¹¹⁹

Even after all of this, the mayor is not giving up. He plans to create an organization to advocate for private control of the water system. Despite his constituents' multiple rejections of privatization, Dill believes they simply do not understand the situation.¹²⁰ Perhaps, though, Dill simply does not understand his role as a publicly elected official — to represent the will of the people.

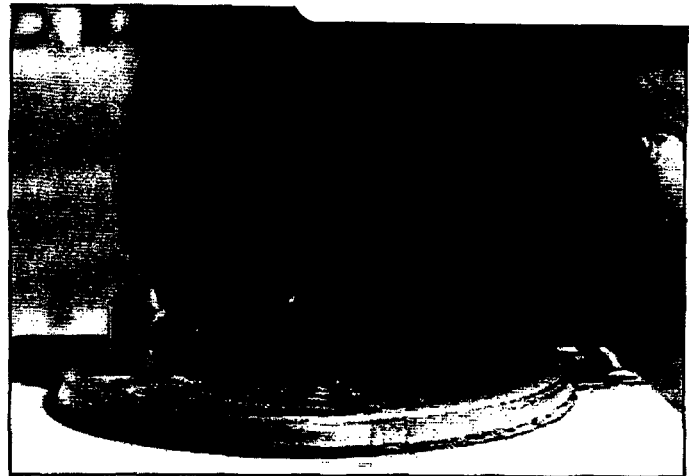
In contrast, the residents of Youngstown have never had to worry about their mayor selling them out to corporate interests.

Although Aqua Ohio is pressuring the city to privatize its water system, Youngstown officials have told Aqua very clearly that the town has absolutely no interest in selling or leasing its system.¹²¹ Instead of letting corporations profit from the provision of water, the city is unveiling a study to show how it can use the water system as an economic development tool.¹²²

New Hampshire: No Way to Aqua America

Aqua America does not operate in New Hampshire, although it almost did.

In 2002, Aqua America planned to acquire Pennichuck Corp., a water company based in Merrimack, N.H. Residents became outraged at the possibility of an out-of-state corporation owning their water, and they began the process of using eminent domain to purchase the water system.¹²³ Aqua quickly ran away from the deal.¹²⁴



The Future of America's Water

Aqua America is disappointing communities in every state where it operates. As it aggressively devours new systems to fill stockholder pockets, the company sticks households with high rates, bad water and poor service. As many Aqua America customers will attest, private operation of the nation's water and sewer systems is not working. It is leaving residents high and dry.

Indeed, privatization is no solution to the infrastructure crisis besieging the nation's drinking water and clean water systems. As aging pipelines crumble and federal funding washes away, U.S. water utilities are left with huge funding gaps. Water corporations are trying to squeeze into this gap to turn profit from crisis. If this happens, water rates will skyrocket and environmental and human health concerns will fall by the wayside as quality decreases from lack of public accountability.

Communities must take action to stop this destructive process. They can begin by rejecting the notion that privatization is a viable option. The experiences of many cities — from questionable billing practices in Kankakee, Ill., to expensive, unsafe water in Chuluota, Fla. — have shown its failure. Already, people across the nation are fighting for better water quality and affordable prices through public ownership and operation of their water and sewer systems.

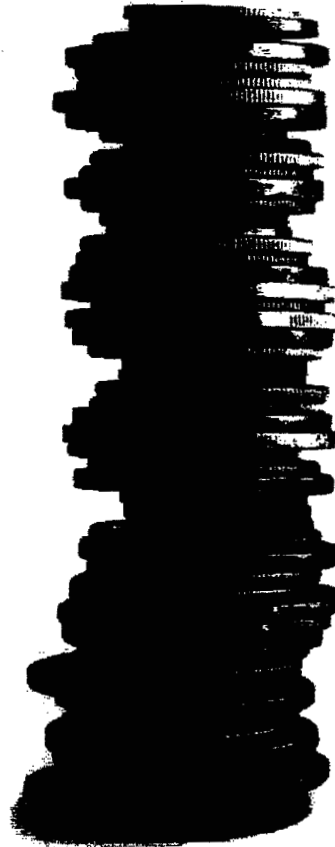
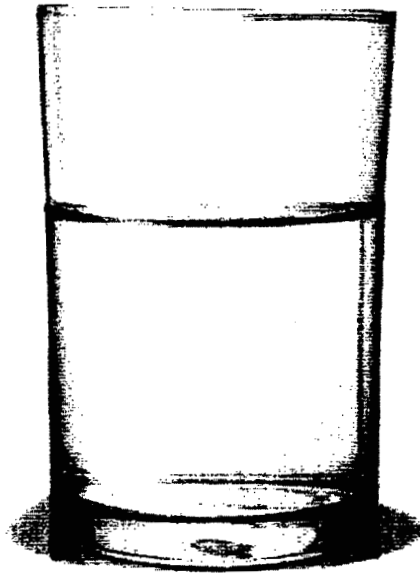
The next step for communities is to contact their members of Congress. Although public utilities have made considerable strides to address the infrastructure crisis, they still need help. Congress must take action and create a federal trust fund for public drinking water and clean water utilities. Citizens need — and overwhelmingly support by a 6-to-1 margin¹²⁵ — a national trust fund for clean and safe water. Federal assistance will help ensure that safe, clean and affordable water is available for generations to come.

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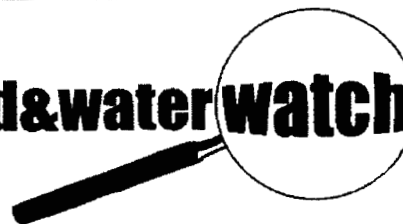
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food&waterwatch



RECEIVED-FPSC

08 DEC -4 AM 9:57

COMMISSION
CLERK

39 Pinecrest Street
Lake Placid, Florida
December 2, 2008

Dear Commission Clerk,

This letter is in regards to the proposed final rate increase in residential water and waste water by Aqua Utilities in Highlands County, Florida (Leisure Lakes). The docket number is 080121-WS.

I live in Covered Bridge, a 55 plus retirement community. The majority of us are on fixed incomes and if this new rate is approved it will be a financial hardship for us. The proposed increase for both water and waste water will be almost 3 times the former rate. That is unacceptable! With the state of our present economy this will definitely compound the impact of our lives negatively! If there has to be a raise the interim

FPSC, CLK - CORRESPONDENCE		
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DOCUMENT NO. 02419-08		
DISTRIBUTION: ECR, bcc		

rate would be more acceptable
than the final proposed rate.
With the increase in house
insurance in 2005 after the
hurricanes and the yearly
increase in property taxes,
this final blow of increasing
water plus electric will be
pushing the seniors right out
of the state.

Please consider the seniors
in Florida before you approve
this new final rate. We need all
the help we can get!

Sincerely,
Aue Schmidt

Application for a rate increase in Alachua, Brevard, DeSoto, Highlands, Lake
Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

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DOCUMENT NO. <u>02419-08</u>		
DISTRIBUTION: <u>ECR, CLK</u>		

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

Name Constance Harrison

Address P.O. Box 192, Cornwall, PA 17016

Property Address: 35105 Gardner Ln, Lot 177, Zephyrhills, FL

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COMMISSION CLERK
3354-7323

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

What concerns me most is the cost of water going down the drain.

We are using as little water as possible & watering plants & flushing the toilet with our dish water to conserve & we still pay \$40.00 a month.

If our rates triple, we might not be able to keep the property here. Will Aqua still make money if we shut the house up and turn the utilities completely off?

For most of us, in ACZP Condo Park we pay for a full year and only use water for 3 to 6 months. The least Aqua could do is be willing to only charge for use. The company is not easy to deal with & it took just months to get my bill resolved last year.

Fold and tape - see back for address

A. Harrison
35105 Sevier Ln, Lot 177
Zephyrhills, FL 33541

TAMPA FL 335
SAINT PETERSBURG FL
02 DEC 2008 PM 1 L

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

32399+0850



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Tallahassee, Florida 32399-0850
Docket # 080121-WS

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080121

COMMISSION
CLERK

Bradley and Ann Fox
5712 Lake Breeze Ave
Lakeland, Florida 33809

November 8, 2008

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DOCUMENT NO. 02419-08		
DISTRIBUTION: ECR, GCU		

Dear Sir or Madam,

I am writing to oppose the unjustified rate increase on the utilities provided by Aqua Utilities to our area in Lakeland, Florida. They have attempted to triple our rates in a previous application and hearing. They were denied and were required to reimburse the interim rate to their customer.

Our neighborhood has limited service to the residents. Some have well water and septic tanks. Some have one and not the other. We have water service, but cannot receive wastewater service due to the lines not being near enough (one house away) to our house. Our next door neighbor has neither water (one house away) nor wastewater service due to the nearness of the current lines of service.


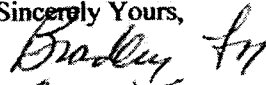
This utility has been sold to various companies since we have lived here the past 27 years. None have extended the service lines to provide full service to our area. These companies have maintained only. This company probably assumed they made a great deal on the purchase, because they planned to increase the rates to increase their profits.

We own other property where we are served by Polk County water system. I will enclose a copy of the statement from this property which serves 2 dwellings. As you can see, a $\frac{3}{4}$ inch base line charge is \$6.89 with rates of \$3.90 for 0-3 thousand gallons and \$6.92 for 4-10 thousand gallons. I do not believe the increased rates from Aqua Utilities are justified especially if you compare to other utilities in our area. I am enclosing rate information from Lakeland Electric (which is rated one of top 10 most expensive utility companies in Florida) for their water and wastewater charges. They do not serve our area outside the city. They charge from \$1.49 to \$2.02 per thousand gallons (rate depends on inside or outside the city limits) for 0-7 thousand gallons of water. **They do not charge additionally for a line charge.** The installation of a new tap to property is \$352.82 to \$441.03 depending again on inside or outside the city limits. Just with common sense, how do you justify tripling the line charge fee from \$7.19 to \$21.92. The \$7.19 is more than either of these other two companies charge for $\frac{5}{8}$ " - $\frac{3}{4}$ " water line. The gallon usage charge increase is within reason at \$3.80 for (per 1,000 gallons) 0-5,000 gallons and \$4.76 (per 1000 gallons) 5,001-10,000.

Surely, Aqua Utilities did their homework when they purchased this utility, knowing the maintenance required to maintain the plant and lines. They should have planned for the current rates to afford them the maintenance required to keep the utility's service up to date or it would have not been a profitable purchase. They have continually requested to double and triple the cost for their services to increase their profits. They cannot compare their rates to other areas other than competitors in the same area.

Should any increase be considered, please also consider the impact of how these increases could affect the families and seniors due to the economic situation. Many do not have any more money to squeeze out of their income.

Sincerely Yours,



Brad and Ann Fox

SERVICE ADDRESS 1924 N SOCRUM LOOP RD

ACCOUNT NUMBER	CYCLE	BILL DATE	DUE DATE
52085-96630	05-62	10/08/08	10/28/08

Same Month/Last Year Consumption
DATE: 9/07 USAGE: 20

Last payment amount/date: 55.64 9/17/08

W	Service Period	Days	Meter Number	Units	Current	Previous	Usage
	8/26/08 9/24/08	29	5127036	TGAL	470	455	15

Service	Consumption	Charge	Total
W 3/4 INCH BASE		6.89	
W 0-3 UNITS	3.00	3.90	
W 4-10 UNITS	7.00	12.11	
W 11-20 UNITS	5.00	17.30	
TOTAL WATER			40.20
SERVICE TAX		4.02	4.02

2755

Total Current Charges 44.22
 Balance Forward .00
 Total Amount Due 44.22

The Board of County Commissioners adopted a 5% annual indexing for residential and commercial water, wastewater and reuse rates on 11/20/07. The rates will be effective 10/1/08. For additional information on the rate changes, please contact Customer Service at (863) 298-4100 or toll free at (800) 301-6039. You can also visit our website at www.polk-county.net.

Only the current charges are due by the due date. The balance forward is already delinquent and subject to immediate shut off. Payments that are received after 4:30 p.m. will be processed the next business day. If you have questions regarding this bill, please call (863) 298-4100.

1011 Jim Keene Blvd. • Winter Haven, FL 33880 POLK COUNTY UTILITIES DEPARTMENT Emergency Number after 5:00 P.M.
 (863) 298-4100 or 1-800-301-6039 MAILING ADDRESS: (863) 533-2220

P.O. Box 2019 • Bartow, FL 33831-2019

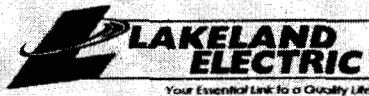
KEEP THIS PORTION FOR YOUR RECORDS.

Visit Our Website: www.polk-county.net

RATE INFORMATION

CITY OF LAKELAND
RESIDENTIAL & COMMERCIAL

Rates
for
Electric,
Water,
Wastewater
and
Solid Waste.



07/06

WATER

RESIDENTIAL & ALL IRRIGATION ACCOUNTS

(Including Commercial Irrigation)

Meter Size	Meter Charge		Consumption Range 1,000 Gallons	Volume Charge Per 1,000 Gallons	
	Inside	Outside		Inside	Outside
5/8 x 3/4"	\$6.04	\$8.15	0 - 7	\$1.49	\$2.02
			8 - 12	1.83	2.47
			13 - 19	2.28	3.07
			Over 19	2.98	4.02
1"	\$16.28	\$21.98	0 - 16	\$1.49	\$2.02
			17 - 28	1.83	2.47
			29 - 44	2.28	3.07
			Over 44	2.98	4.02
1 1/2"	\$29.54	\$39.88	0 - 37	\$1.49	\$2.02
			38 - 67	1.83	2.47
			68 - 101	2.28	3.07
			Over 101	2.98	4.02
2"	\$50.82	\$68.60	0 - 102	\$1.49	\$2.02
			103 - 175	1.83	2.47
			176 - 278	2.28	3.07
			Over 278	2.98	4.02
3"	\$110.48	\$149.14	0 - 310	\$1.49	\$2.02
			311 - 532	1.83	2.47
			533 - 842	2.28	3.07
			Over 842	2.98	4.02
4"	\$213.97	\$288.87	0 - 574	\$1.49	\$2.02
			575 - 983	1.83	2.47
			984 - 1,556	2.28	3.07
			Over 1,556	2.98	4.02
6"	\$451.20	\$609.12	0 - 1,588	\$1.49	\$2.02
			1,589 - 2,722	1.83	2.47
			2,723 - 4,310	2.28	3.07
			Over 4,310	2.98	4.02
8"	\$764.00	\$1,031.42	0 - 7,401	\$1.49	\$2.02
			7,402 - 12,688	1.83	2.47
			12,689 - 20,089	2.28	3.07
			Over 20,089	2.98	4.02

COMMERCIAL & FRANCHISED UTILITIES

	Meter Charge		Volume Charge Per 1,000 Gallons	
	Inside	Outside	Inside	Outside
Same as Residential (See Above)			\$1.49	\$2.02

If water service to your property requires installation of a new tap, the following new service connection fees apply:

Meter Size (Inches)	Service Connection Charge	
	Inside	Outside
5/8 x 3/4"	\$352.82	\$441.03
1"	444.92	556.15
1 1/2"	697.84	872.30
2"	1,023.33	1,279.16

For information on water services shown here,
 please call (863) 834-8316.

WASTEWATER

RESIDENTIAL CUSTOMERS

	Fixed Charge	*Volume Charge per 1,000 gallons of wastewater
Single Family Dwelling	\$11.96	\$2.56
Multiple Dwelling per unit	8.90	2.56

*** The volume charge for a residential customer is capped at 12,000 gallons per month.**

Therefore, the maximum monthly wastewater charge for a residence inside the City is \$39.69

COMMERCIAL CUSTOMERS

Meter Size	Fixed Charge	Volume Charge per 1,000 gallons of water
SINGLE RS	\$11.96	\$2.56
MULTIPLE RS	8.90	2.56
5/8" or 3/4"	11.96	2.56
1"	30.18	2.56
1 1/2"	59.80	2.56
2"	143.67	2.56
3"	359.92	2.56
4"	536.16	2.56
6"	715.31	2.56
8"	1,197.10	2.56

There is a 25% surcharge on all wastewater rates for customers outside the City limits.

Dec 2 - 2008

To
Florida Public Service Commission,

We are against an increase for water + sewage increase for the service we are getting. A majority of the time the water is not a potatable water, as there is quite a lot of dirt coming from the taps. And quite often there is so much bleach ^{CHLORINE} it is not drinkable! Where is the justification in the rate increase,

THE QUALITY OF SERVICE DOES NOT JUSTIFY ANY INCREASE.

THE OPERATIONS OF THE SYSTEM IS NOT IN KEEPING WITH THE TECHNOLOGY AVAILABLE TODAY IN NORTH AMERICA.

A COST IS DIRECTLY RELATED TO THE VALUE WE GET, AND IT DOES NOT EQUATE TO GOOD POTABLE WATER.

Catherine Bodrey
Stanley Bodrey

11 JASMINE ST
LAKE PLACID FL

33852

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02419-08		
DISTRIBUTION: ECR, GCL		

RECEIVED-FPSC
08 DEC -4 AM 8:25
COMMISSION
CLERK

November 26, 2008

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Ref: Public Hearing
Betty Easley Conf. Ctr, Room 148
Tallahassee, Florida
Docket No.: 080121-WS
December 8, 2008

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 080121-08
DISTRIBUTION: ECR/DCU

COMMISSION
CLERK

08 DEC -4 AM 8:25

RECEIVED-FPSC

To Whom It May Concern:


I am writing in regard to the request by Aqua Utilities to raise water and sewer rates in Leisure Lakes, Lake Placid, Florida.

Our monthly rate in Covered Bridge had been approximately \$25.00 for the combination of water/sewer basic since purchasing our property in 2003. This was without using a drop of water. In the last few months the rate has jumped to over \$42.00 basic. Now, I understand Aqua Utilities is applying for another rate increase that will bring the basic charge to \$60.00 plus. Part time residents like ourselves used to be able to cut the service for the months we were not in the home. It made it a little easier for us to justify the high cost if we weren't billed when we weren't using water. This has also been eliminated, meaning we will be sending Aqua Utilities at least \$480.00 (\$60x8 months) annually for absolutely nothing!

My wife and I were drawn to Lake Placid as a place to retire specifically because it was financially easier to afford living in the central part of Florida rather than in the coastal area. We are finding in many ways this has not been true. In the case of water/sewer rates, if Aqua Utilities has their way, the cost will have jumped over 100% in less than five years. How can this be possible? Not only is the cost prohibitive, the water quality has been deteriorating by leaps and bounds. Doing laundry is a very uncertain procedure these days. The sinks and toilets are in need of cleaning much more often, and we have to use a filter to feel it is safe to drink from the faucet.

I think it would be a real mistake to allow them to raise the water rate yet again period, let alone raise it while providing inferior quality water.

Sincerely,


Richard L. Hill
P.O. Box 474
Leo, IN 46765

Cc: Aqua Utilities

RECEIVED

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

08 DEC -4 AM 8:24

November 7, 2008

Re Docket # 080121-WS

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02119-08		
DISTRIBUTION: BCL/611		

COMMISSION CLERK

Dear Sirs, Madames:

At the November 4, 2008 meeting of the Lakeside Terrace Social Club, residents of the Park expressed their concern about the increase in water rates proposed to the Public Service Commission by Aqua Utilities Florida, Inc.

The application (Docket # 080121-WS) demands a 117.2% increase in the cost of the basic residential rate and per kg. rate increase for usage (0-5kg) of \$2.18 per kg to \$3.80 per kg – an increase of 72.4%. The average cost per household will increase from \$46.16 to \$111.04 per month – a 140% increase representing an additional cost per year of \$778.56 per family.

Aqua Utilities Florida, Inc. is part of a national company that spans this country. They justify this demand by their investment of \$430,000 on improvements to the wastewater treatment facility and infrastructure. According to research done by a number of residents, the \$430,000 would be more than recovered at these rates within the first year. There is no evidence that these recovery costs would be limited to a one-year-only surcharge – we will be required to pay this rate year-after-year.

It is vital that the Public Service Commission understand the impact of these increases to the nearly 500 residents of our Park. Most of us are retirees living on fixed incomes. Many of us have lost substantial amounts of savings due the upheaval in the economy – we still have no idea of the effect on our pensions. Costs for gas, food, fuel, medical expenses and services have shot through the roof.

The worry of "which shall I buy this month – food or medicine" is not a cliché. It has become more stressful each month for all of us.

We are entering the holiday season and we have already heard disturbing news from the Social Agencies of huge increases in applications for rescue and huge decreases in donations.

This huge national firm is greedy! Please ensure that you give very serious thought to any increases over and above the interim rate increases you imposed. You cannot deprive the residents of our park the necessities of life to satisfy the greed of this company.

MR. + MRS. PAT CLARK
65 WINTERGREEN
FRUITLAND PARK, FL 34731

Justa Clark

Dec 2nd - 2008

To
Florida Public Service Commission,

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Catherine Dodruff
Stanley Dodruff

11 JASMINE ST
LAKE PLACID FL

33852

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 02419-08
DISTRIBUTION: ECB, GCL

RECEIVED-FPSC
08 DEC -4, AM 8:25
COMMISSION
CLERK

November 28, 2008

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Ref: Public Hearing
Betty Easley Conf. Ctr, Room 148
Tallahassee, Florida
Docket No.: 080121-WS
December 8, 2008

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 02419-08
DISTRIBUTION: ECR, GCU

COMMISSION
CLERK

08 DEC -4 AM 8:25

RECEIVED-FPSC


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Sincerely,

Richard L. Hill
P.O. Box 474
Leo, IN 46765

Cc: Aqua Utilities

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

NOTICE OF HEARING

TO

AQUA UTILITIES FLORIDA, INC.
OFFICE OF ATTORNEY GENERAL
OFFICE OF PUBLIC COUNSEL

AND

ALL OTHER INTERESTED PERSONS

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 BY AQUA UTILITIES FLORIDA, INC.

ISSUED: November 11, 2008

NOTICE IS HEREBY GIVEN that a hearing will be held before the Florida Public Service Commission in the above-referenced docket, at the following time and place:

Monday, December 8, 2008, 9:30 a.m.
Betty Easley Conference Center, Room 148
4075 Esplanade Way
Tallahassee, Florida

December 9 - 11, 2008, have also been reserved for continuation of the hearing if needed. The starting time of the next day's session will be announced at the conclusion of the prior day. The hearing may be adjourned early if all testimony is concluded.

PURPOSE AND PROCEDURE

The purpose of this hearing is to consider the application of Aqua Utilities Florida, Inc., for increased water and wastewater rates, and any motions or other matters that may be pending at the time of the hearing. The Commission may rule on any such motions from the bench or may take the matters under advisement.

At the hearing, all parties shall be given the opportunity to present testimony and other evidence on the issues identified by the parties at the prehearing conference held on December 1, 2008. All witnesses shall be subject to cross-examination at the conclusion of their testimony.

JURISDICTION

This Commission is vested with jurisdiction over the subject matter by the provisions of Chapter 367, Florida Statutes. This hearing will be governed by said Chapter as well as Chapter 120, Florida Statutes, and Chapters 25-9, 25-22, 25-30, and 28-106, Florida Administrative Code.

APPLICABLE STATUTES AND RULES

Sections 367.081, 367.0816, 367.082, 367.091 and 367.101, 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.

Any person requiring some accommodation at this hearing because of a physical impairment should call the Office of Commission Clerk at (850) 413-6770, at least 48 hours prior to the hearing. Any person who is hearing or speech impaired should contact the Florida Public Service Commission by using the Florida Relay Service, which can be reached at 1-800-955-8771 (TDD).

RECE.

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

08 DEC -4 AM 8:24

November 7, 2008

Re Docket # 080121-WS

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>02419-08</u>		
DISTRIBUTION: <u>ECCL/66</u>		

COMMISSION
CLERK

Dear Sirs, Madames:

At the November 4, 2008 meeting of the Lakeside Terrace Social Club, residents of the Park expressed their concern about the increase in water rates proposed to the Public Service Commission by Aqua Utilities Florida, Inc.

The application (Docket # 080121-WS) demands a 117.2% increase in the cost of the basic residential rate and per kg. rate increase for usage (0-5kg) of \$2.18 per kg to \$3.80 per kg – an increase of 72.4%. The average cost per household will increase from \$46.16 to \$111.04 per month – a 140% increase representing an additional cost per year of \$778.56 per family.

Aqua Utilities Florida, Inc. is part of a national company that spans this country. They justify this demand by their investment of \$430,000 on improvements to the wastewater treatment facility and infrastructure. According to research done by a number of residents, the \$430,000 would be more than recovered at these rates within the first year. There is no evidence that these recovery costs would be limited to a one-year-only surcharge – we will be required to pay this rate year-after-year.

It is vital that the Public Service Commission understand the impact of these increases to the nearly 500 residents of our Park. Most of us are retirees living on fixed incomes. Many of us have lost substantial amounts of savings due the upheaval in the economy – we still have no idea of the effect on our pensions. Costs for gas, food, fuel, medical expenses and services have shot through the roof.

The worry of "which shall I buy this month – food or medicine" is not a cliché. It has become more stressful each month for all of us.

We are entering the holiday season and we have already heard disturbing news from the Social Agencies of huge increases in applications for rescue and huge decreases in donations.

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MR. + MRS. PAT CLARK
65 WINTERGREEN
FRUITLAND PARK, FL 34731

Justa Clark

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

Re Docket # 080121-WS

Dear Sirs, Madames:

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>080419-08</u>		
DISTRIBUTION: <u>CLERK</u>		

COMMISSION
CLERK

08 DEC -4 AM 8:24

RECEIVED-FPSC

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MR. & MRS. PAT CLARK
77 LAKE GRIFFIN DR.
FRUITLAND PARK, FL
34731-6351

Pat Clark
Justa Clark

46 Jasmine St.
Lake Placid, FL 33852
Dec. 1, 2008

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL. 32399-0855

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02419-08		
DISTRIBUTION: ECR, GL		

RECEIVED-FPSC
08 DEC -4 AM 8:27
COMMISSION
CLERK

Commission Clerk:

This letter is in regard to the proposed final rate increase in residential water and waste water sought by Aqua Utilities in Highlands County, FL (Leisure Lakes), Docket # 080121-WS.

For us, living in Covered Bridge, a 55 plus retirement community, the proposed rate will be a financial hardship. Almost three times the former rate. For seasonal residents like us, the summer rates increase with no use was almost 40%. This is unacceptable, especially for us on a fixed income. With the state of the present economy this will definitely compound the impact on our lives, negatively. The interim rate is more acceptable. All the increases, insurance, taxes, electric and cost of living will push seniors right out of the state.

Please consider the seniors, especially, before you approve this proposed final rate. Thank you.

Sincerely,
Claire L. Luffler
Bernard J. Luffler

23 November, 2008
Page 1 of 2

Michael A. & Carol T. Swiger
132 Cypress Drive
East Palatka, Florida 32131
Ph: 386.325.0438

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

Ref: Docket No. 060368-WS

Dear Sir or Madam,

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02419-08		
DISTRIBUTION: ECR, GCA		

COMMISSION
CLERK

08 DEC - 3 AM 8:28

RECEIVED-FPSC

Aqua Utilities Florida, Inc., is the provider of water and sewage services for the Palm Port Subdivision located in East Palatka, Putnam County, Florida. This company has applied to the PSC for approval of a 74% increase in charges for water and sewer services to this small community. They are also requesting interim relief in the form of an immediate 48% charge increase.

As a long term resident of this small community, we are constantly bombarded with continual requests to the PSC for surcharges and increased fees for our water and sewer. Aqua Utilities is a multi-state Corporation, and has no real stake in our community other than to sell these essential services to the residents of Palm Port, and to make a substantial profit while doing so. The purpose of this profit is to allow them to grow even bigger on a nationwide scale, and expand their business.

Putnam County is soon to have a new operational water and sewer system in East Palatka. Palm Port will not be able to tie into the new Putnam County system since Aqua Utilities has territorial dominion over us. We will not benefit from the decreased rates, or the important safety issue of a central fire system which the Putnam County System will provide. And, if this proposal to increase rates is granted by the PSC, The residents of Palm Port will be paying more than double the average charges of the new Putnam County System, which ends across the road from us.

Aqua Utilities has also applied to Putnam County and the State of Florida for additional territory in anticipation of future growth in this area, even though there will be a new public water system adjacent to it. Any new residents moving into these homes will soon find out that their water and sewer bill are two to three times higher than the homes across the road. And, as mentioned, there will be no fire protection available on this system. In short, anyone on the Aqua system will get much less, at far more cost.

Another item of particular concern is the Wastewater Treatment Plant. The outfall for Aqua's basic wastewater treatment plant is Cow Creek. This small stream flows through environmentally sensitive wetlands directly to the St Johns River, (a National Heritage River) Nutrient loading into the river is a major source of pollution and special concern for our area. This existing Aqua plant should not be allowed to enlarge or expand. Now that this area has a new municipal system available, Palm Port should be brought into it, and stop this point of pollution from discharging to the river.

Page 2 of 2

Ref: Docket No. 060368-WS

We believe it is not in the best interest of the State of Florida to allow increased treated sewage outflow into the river, or to deny Florida residents the opportunity to tie into a new Municipal Water and Fire Protection System.

In their seeking of profits, the Corporation provides minimal service. Their idea of system improvements is to install new meters at each residence, enabling Aqua Utilities to operate the system with an even smaller staff. Response to concerns and problems is addressed through their offices in Pennsylvania and New Jersey. Response to problems and issues is addressed according to Aqua's determination of need, and staff availability. Safe potable water, and correctly treated effluent can only be considered byproducts to this engine of profit.

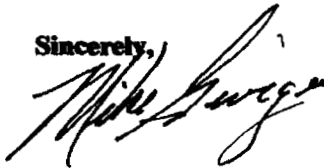
Aqua's statement of intent to improve our aging system, and of the need for the customers to pay for the proposed improvements in advance is questionable at best. If State requirements, denial of rate increases, or increased system costs make their operation of this system less profitable than the books allow, Aqua Utilities will abandon the system, or attempt to turn over a run-down system to the County. Once the asset is stripped of all monetary value, the pre-collected money will be in the Corporations hands, and the State will be forced to bail out the system in an effort to protect human health, and the environment. So why not solve the problem now?

The State of Florida bears the responsibility and expense of monitoring these systems in an effort to protect their citizens and the environment. The diligence and professionalism of the DEP, and the PSC who stand guard for us is challenged when profit is the motive for a Corporation in providing an essential element of life to the residents of this State. The DEP knows this company well, and is aware of their poor performance record. It would be better for all concerned if the DEP was dealing with a new Municipal system instead.

When considering the proposal, please remember its total impacts to not only Palm Port residents, but all Florida customers of this global and nationwide company. Deny the increases. It is part of a much bigger plan.

Aqua Utilities should be phased out of Florida and allowed to find their opportunities to sell life-giving water at a large profit to someone else, somewhere else.

Sincerely,



Michael A. Swiger
Carol T. Swiger



**See attached: Environmental News Service article on Florida
Global Policy Forum - United Nations, "The New Corporate Threat to Our Water Supplies"
Global Policy Forum - "Water Privatization"
Various News Service releases on Aqua America
Copy of Aqua's charges for 1 month of service to a low-volume household.**

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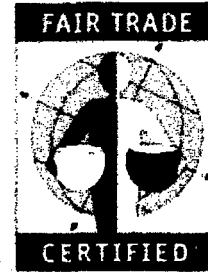
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Look for this Label!

Top Dollar for Dirty Water? Florida Attorney General Says No

TALLAHASSEE, Florida, July 25, 2008 (ENS) - Calling reports of diseases caused by drinking water containing bacteria and disinfection byproducts "deeply troubling," Florida Attorney General Bill McCollum today said he will ask the Public Service Commission to deny a steep revenue increase requested by the company Aqua Florida.

The increase could be as high as 355 percent for water and 320 percent for wastewater service, depending on the system, said McCollum's office in a statement Friday

Aqua Utilities Florida, Inc. is a subsidiary of Aqua America, Inc., the largest publicly-traded water utility based in the United States.

Aqua Utilities Florida, Inc. serves about 110,000 residents throughout parts of the following counties: Alachua, Brevard, Citrus, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington.

Testimony taken by the commission in response to Aqua's recent rate increase request has revealed allegations that numerous customers are being overcharged, customer service is substandard and the water quality is poor.

"Companies should spend more time



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...serving their customers and less time trying to make the quality of life...
undeserved profit," said McCollum. "These allegations...
are deeply troubling and I would want to see clean water passes member ballot...
quality addressed before any increase is granted."

McCollum is concerned about testimony from...
community members with health problems from...
miscarriages to birth defects, thyroid malfunctions...
diseases, and gastrointestinal ailments.

Several residents testified their medical conditions...
seemed to improve when they quit drinking...
and started using bottled water, the AG's office said.

"Some parents also testified that their children's...
pediatricians had warned them not to let their children...
drink or even bathe in the water," the attorney general...
said.

People testified about losing family pets to excessive...
liver toxins and cancer.



A jar of water allegedly collected by a resident in Aqua's service area and brought to the Florida Attorney General's office, which supplied this photo to media.

Tests conducted...
by the...
Department of...
Climate Change and the U.S. Fish...
Environmental Service...
Protection have...
found...
"excessive...
levels of total...
trihalomethane."
This by-product...
of chlorinated...
water "is...
considered by...
some to have...
serious...
adverse health...
effects," the...
AG's office said.

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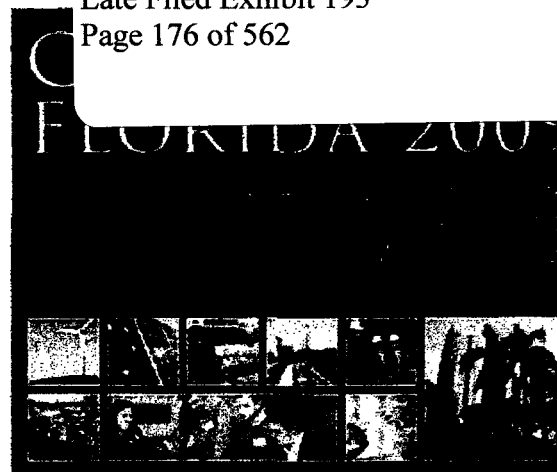
The Attorney General and the Office of Public Counsel will oppose Aqua's request for a interim rate increase at the commission's agenda conference on Tuesday, July 29.

Back in June 2007, Aqua Florida petitioned for an 80 percent increase in water revenues and a 105 percent increase in wastewater revenues. The company subsequently agreed to withdraw its petition, make refunds to customers and improve customer service and water quality.

"I have been fighting for quality water at reasonable rates for the people of my community, and I appreciate the intervention of Attorney General McCollum on their behalf," said state Representative Sandy Adams, a Republican whose Orlando district encompasses the area serviced by Aqua Florida.

With her background in the U.S. Marine Corps and law enforcement, Adams emphasized the public health and safety part of the picture, saying, "This situation illustrates how important it is to protect our citizens."

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Drinking at the Public Fountain: The New Corporate Threat to Our Water Supplies

By Alan Snitow and Deborah Kaufman*

TomDispatch
September 29, 2008

In the battle for a sustainable water future, a far-reaching revolt is needed to reclaim citizenship and redefine how we interact with our environment - otherwise, these twenty-first century water wars could be merely a last stand against an inevitable corporatized future.

In the last few years, the world's largest financial institutions and pension funds, from Goldman Sachs to Australia's Macquarie Bank, have figured out that old, trustworthy utilities and infrastructure could become reliable cash cows -- supporting the financial system's speculative junk derivatives with the real concrete of highways, water utilities, airports, harbors, and transit systems.

The spiraling collapse of the financial system may only intensify the quest for private investments in what is now the public sector. This flipping of public assets could be the next big phase of privatization, and it could happen even under an Obama administration, as local and state governments, starved during Bush's two terms in office, look to bail out on public assets, employees, and responsibilities. The Republican record of neglect of basic infrastructure reads like a police blotter: levees in New Orleans, a major bridge in Minneapolis, a collapsing power grid, bursting water mains, and outdated sewage treatment plants.

Billions in private assets are now parked in "infrastructure funds" waiting for the crisis to mature and the right public assets to buy on the cheap. The first harbingers of a potential fire sale are already on the horizon. The City of Chicago has leased its major highway and Indiana its toll road. Private companies are managing major ports and bidding for control of local water systems across the country. Government jobs are also up for sale. For the first time in American history, the federal government employs more contract workers than regular employees. This radical shift to the private sector could become one of history's largest transfers of ownership, control, and wealth from the public trust to the private till. But more is at stake. The concept of democracy itself is being challenged by multinational corporations that see Americans not as citizens, but as customers, and government not as something of, by, and for the people, but as a market to be entered for profit.

How the Water Revolt Began

And a huge market it is. About 85% of Americans receive their water from public utility departments, making water infrastructure, worth trillions of dollars, a prime target for privatization. To drive their agenda, water

industry lobbyists have consistently opposed federal aid for public water agencies, hoping that federal cutbacks would drive market expansion. So far, the strategy has worked. In 1978, just before the Reagan-era starvation diet began, federal funding covered 78% of the cost for new water infrastructure. By 2007, it covered just 3%. As a result, local and state governments are desperately trying to figure out how to make up the difference without politically unpopular rate increases. A growing number of mayors and governors, Republicans and Democrats, are turning to the industry's designated solution: privatization. Providing clean, accessible, affordable water is not only the most basic of all government services, but throughout history, control of water has defined the power structure of societies. If we lose control of our water, what do we, as citizens, really control?

The danger is that most citizens don't even know there's a problem. Water systems are generally underground and out of sight. Most of us don't think about our water until the tap runs dry or we flush and it doesn't go away. That indifference could cost us dearly, but privatization is not yet destiny. A citizens' water revolt has been slowly spreading across the United States. The revolt is not made up of "the usual suspects," has no focused ideology, and isn't the stuff of headlines. It often starts as a "not-in-my-backyard" movement but quickly expands to encompass issues of global economic justice. In Lee, Massachusetts, the revolt began against potential water-plant layoffs. In Felton, California, it was initially about rate increases and local control; in Atlanta, broken pipes and sewage lines. In other communities, it focused on corruption, cover-ups, and complicity between politicians and giant corporations.

One of the epicenters of this nascent movement has been Stockton, California, in the heart of the state's agricultural San Joaquin Valley. A citizens' group there took on not only the mayor and city council, but also some of the world's largest private water corporations in a preview of the corporate water wars to come. When private water companies case a city as a potential privatization target, they look for a "champion" in city government, someone who will take the lead in selling off the city's water services. In Stockton, they found their champion in Mayor Gary Podesta, a former "big box" grocery store owner. In his view, it was "time that Stockton city government treat its citizens as customers." But Mayor Podesta had other reasons to privatize. Stockton was already under pressure from state and federal environmental agencies to modernize its sewage plant to reduce San Joaquin River pollution. This was an expensive project, and the mayor thought that a private company could do it cheaper, if not better.

In 2002, Podesta sought bids from private water companies to take over the city's water department. The winner of the bidding war was a consortium of two multinational giants: OMI, the water division of Colorado-based CH2M-Hill, one of the largest engineering firms in the United States, and London's water company, Thames Water, which was itself a subsidiary of German energy powerhouse RWE. For OMI and RWE/Thames, Stockton was an opportunity to show California, and the country, what a private utility could do. It would be the largest water privatization deal in the western United States—a 20-year, \$600 million contract. But Mayor Podesta and the water giants were in for a surprise.

Water's Dirty History

Although hidden from sight (and scent), even pipes have a history. In the nineteenth century, water ownership and management in the United States was largely in private hands. But as populations grew, private water companies did not have the resources or expertise to meet the need. Citizens demanded, and eventually won, modern public water systems, financed through bonds, operated by reliable engineers and experts, and accountable to local governments. The nation built a dazzling system of community waterworks that provided clean, reasonably priced water and sewer systems that still rank among the best in the world. But in recent years, federal disinvestment in water services has sparked a new era of privatization with contemporary players repeating promises made by nineteenth century entrepreneurs. The world's largest private water companies have quickly entered the American market: Suez and Veolia from France and Germany's RWE/Thames. Few Americans have heard of them, but the Big Three have dominated the global water business and are among the world's largest corporations. Together they control subsidiaries in more than 100 countries. - INCLUDING AQUA

Relying on free market ideology rather than research, neither government officials nor the media have

Drinking at the Public Fountain: The New Corporate Threat to Our Water Supplies - Social and

generally bothered to check the shaky record of these multinationals in cities around the world. Veolia have had a reputation for influence peddling in France that has reached right into the presidential palace. Suez's first foray in the United States was in Atlanta, which threw the company out after four years of brown water, low water pressure, and general incompetence. The companies directly involved in the Stockton deal have also had their share of controversy. OMI was charged with falsifying water quality reports in several small American cities. RWE/Thames had been named "worst polluter" in Britain several years running. **How to Privatize an American City**

If Stockton Mayor Podesto had doubts about OMI and RWE/Thames, he didn't let on, saying only that Suez's failures in Atlanta would come back to haunt them in the American market. In his view, privatization promised efficiencies of scale, as well as competitive cost cutting, lower water rates, and a business culture that would favor real-estate development. The argument for marketplace competition should lose all traction with a monopoly service like water, but water companies still contend that the profit motive gives them an incentive to cut costs. However, such efficiencies usually turn out to come from somewhere else — usually from service cutbacks, staff layoffs, and failures to invest in preventive maintenance. As for rates, studies from across the country reveal that private water systems charge more — often much more — than public systems right next door.

But private water operations make their biggest profits by expanding their service areas as cities grow. The industry's business culture makes it a natural ally of developers and an opponent of citizens' groups trying to limit growth, preserve agricultural land, or establish greenbelts. All these political and business considerations make it easy to forget that even when water is public, it is not really our water at all. It is the planet's circulation and life force. Climate change expresses itself through water or the lack of it. Droughts are a spreading problem across the United States, making conservation of water a high priority. However, private water companies want customers to use more water, not less, in order to maximize profit for their shareholders.

It's not always easy to define the spark that ignites local rebellion. In Stockton, it was a growing distrust of local government. The Concerned Citizens Coalition of Stockton ("the coalition") had formed in 2001 to monitor and challenge what its members called the mayor's "political-control machine." For the next six years, fighting water privatization would become its defining cause. The coalition was unified by the conviction that Mayor Podesto was out to railroad the water privatization plan through the city council without a thorough public hearing and a citywide vote. Coalition members tenaciously confronted the mayor and his allies every step of the way. When it appeared that he still wouldn't listen, they gathered 18,000 signatures to put an initiative on the ballot to require a citywide vote before privatization could take place.

Increasingly embattled, Podesto recognized that the coalition's initiative was a poison pill for privatization. He wasn't about to be outmaneuvered. In early 2003, less than two weeks before the initiative was to go to the voters, he put the proposed OMI/Thames contract on the city council. A vote by the seven-member council could preempt the 18,000 signers. Hundreds of people came out to protest. The details of the privatization deal itself had become secondary. At the electrifying two-hour meeting, the debate was over the rights of citizens, the value of the ballot, the meaning of representative democracy, and the human right to water. In the end, Podesto himself cast the deciding vote in a 4 to 3 decision to approve the contract. Days later, Stocktonians voted overwhelmingly to approve the coalition's initiative, but their votes had been made moot by the council's action. The coalition fought back in court. In its rush to approve the privatization, the city had failed to do an environmental impact study. The coalition's lawyers claimed that was illegal and filed suit to stop privatization.

Podesto and OMI/Thames moved quickly to implement the contract. On July 31, 2003, water department employees turned in their city badges for ones with the OMI/Thames logo. Meanwhile, the coalition's legal challenge went before superior court judge Robert McNatt, whose record indicated that it would be a hard sell. In October 2003, the judge shocked observers by throwing out privatization and giving the city 180 days to unravel the deal. McNatt wrote that the city's self-exemption from environmental law was "an abuse of discretion." But the city appealed, setting in motion a multi-year legal battle.

The coalition didn't leave the battle solely up to its lawyers as appeals continued. Each the group issued damning report cards on OMI/Thames' performance. Mayor Podesto had, for instance, claimed that water rates would rise only 7% over the 20-year life of the contract, but the coalition analysis showed an 8.5% increase in just the first three years. In addition, leakage doubled, maintenance backlogs skyrocketed, and staff turnover was constant. Some residents of Stockton also noticed a difference when they sniffed the air. Workers at the plant said that OMI/Thames had cut back on odor-control chemicals to save approximately \$40,000 a month. As if that weren't enough, on the Friday before a hot summer weekend in 2006, the wastewater-treatment plant spilled eight million gallons of sewage into the San Joaquin River, contaminating a mile-long stretch where people normally went swimming. It took 10 hours for managers to notice the problem and another three days to notify the public about the health danger.

In late 2006, the courts finally reaffirmed the coalition's position that the city had violated California environmental law and, in the spring of 2007, after Mayor Podesto had left office, Stockton's new city council -- dissatisfied with OMI/Thames' performance -- voted not to appeal and set March 1, 2008, for Stockton to resume full control of its water system. Nevertheless, the city faced all kinds of problems taking its water system back from the private consortium. The water department remained understaffed with a huge backlog of maintenance, and it was estimated that it would now take millions of dollars to fix the system.

Reverberations

The events in Stockton were followed by activists around the country and reverberated through the private water industry as well. In September 2005, RWE/Thames cited growing "public resistance to privatization schemes" in its decision to get out of the water business. In leaked minutes from an executive board meeting in Essen, Germany, then CEO Henry Roels complained that the water business required too much long-term investment in plant and equipment and offered little hope for once anticipated quick profits. But there was an ominous note in the RWE minutes. An unidentified board member cited a Goldman Sachs prediction that the "water business would become the oil business of the decade from 2020 to 2030." And so a new stage in the water privatization wars beckons as Goldman Sachs, Macquarie bank, huge pension funds, and billionaire investors hop on the infrastructure bandwagon.

Will the Democrats -- if elected -- resist the trend? Past history suggests that the Party is deeply split on the issue of privatization and that only public resistance has slowed the fire sale. No matter who is president, the fate of public services and assets is likely to be left to local citizens groups that have cut their teeth on water battles like the one in Stockton. Those local groups have already coalesced into a national movement for a democratic and sustainable water future. The unanswered question is whether these twenty-first century water wars are merely a last stand against an inevitable corporatized future, or the beginning of a far-reaching revolt to reclaim citizenship, reassert democratic values, and redefine how we interact with our environment.

About the authors: Alan Smitow and Deborah Kaufman are award-winning filmmakers whose PBS documentary "Thirst" was the first film to bring attention to the global movement against water privatization. Their book by the same name exposed how the corporate drive to control water has become a catalyst for community resistance to globalization. Their PBS films include "Secrets of Silicon Valley" and "Blacks and Jews." Smitow is on the board of Food and Water Watch. Kaufman is on the board of the Progressive Jewish Alliance. They are currently working on a film about Jewish power and identity in America. This essay was adapted from a longer version in the new book "Water Consciousness: How We All Have to Change to Protect Our Most Critical Resource" edited by Tara Lohan (AlterNet Books, 2008).

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Water Privatization: The World Bank's Latest Market Fantasy

By Maude Barlow and Tony Clarke

Polaris Institute
January 2004

The impacts of World Bank and IMF structural adjustment programs on countries in the Global South have been well-documented in the areas of health and education, food security and jobs. However, less is known about the impacts of the World Bank's latest obsession — the privatization of water services. In country after country in recent years, the World Bank has been quietly imposing a for-profit system of water delivery, leaving millions of people without access to water.

The Bank is taking advantage of the "Washington Consensus" model of development now adopted by its donor countries and promoting the interests of a handful of transnational water corporations. Instead of using its massive funds to promote expertise in the public sector, thereby acknowledging that water is a human right and an essential public service, the Bank is forcing many countries to commodify their water resources and put them on sale to the highest bidder.

There are ten major corporate players now delivering fresh water services for profit. Between them, the three biggest — Suez and Vivendi [recently renamed Veolia Environment] of France and RWE-AG of Germany — deliver water and wastewater services to almost 300 million customers in over 100 countries, and are in a race, along with the others such as Bouygues SAUR, Thames Water (owned by RWE) and Bechtel-United Utilities, to expand to every corner of the globe. Their growth is exponential; a decade ago, they serviced around 51 million people in just 12 countries. And, although less than 10 percent of the world's water systems are currently under private control, at the rate they are expanding, the top three alone will control over 70 percent of the water systems in Europe and North America in a decade.

The revenue growth of the big three has kept apace. Vivendi earned \$5 billion a decade ago in its water-related revenues; by 2002, it had increased to over \$12 billion. RWE, which moved into the world market with its acquisition of Britain's Thames Water, increased its water revenue a whopping 9,786 percent in 10 years. All three are among the top 100 corporations in the world; together their annual revenues in 2001 were almost \$160 billion and growing at ten percent a year — outpacing the economies of many of the countries in which they operate. They also employ more staff than most governments: Vivendi employs 295,000 worldwide; Suez employs 173,000.

The World Bank serves the interests of water companies both through its regular loan programs to governments, which often come with conditions that explicitly require the privatization of water provision,

and through its private sector arm, the International Finance Corporation, which invests in privatization projects and makes loans to companies carrying them out. Lending about \$20 billion to water supply projects over the last decade, the World Bank has been the principle financier of privatization. A year-long study by the International Consortium of Investigative Journalists, a project of the Washington-based Center for Public Integrity, released in February, 2003, found that the majority of World Bank loans for water in the last five years have required the conversion of public systems to private as a condition for the transaction. The performance of these companies in Europe and the developing world has been well documented: huge profits, higher prices for water, cut-offs to customers who cannot pay, little transparency in their dealings, reduced water quality, bribery, and corruption.

There are many examples. Bolivia's famed "water war" of 2001 was a direct result of a World Bank initiative involving a Bechtel subsidiary. When the price of water tripled after privatization was introduced, thousands took to the streets until the government backed down and told the company to leave. Now, Bechtel is suing the government of Bolivia for millions of dollars under a bilateral investment treaty for losses in future profits (see World Bank's ICSID to Hear Case on Bolivia Water Privatization, Economic Justice News, October 2002).

In July 2002, Suez terminated its World Bank-backed 30-year contract to provide water and sewerage services to the city of Buenos Aires, when the financial meltdown of Argentina's economy meant that the company would not be able to maintain its profit margins. To make matters worse, the company also left a mess behind it. During the first eight years of the contract, weak regulatory practices and contract renegotiations that eliminated corporate risk enabled the Suez subsidiary, Aguas Argentinas S.A., to earn a 19 percent profit rate on its average net worth. Water rates, which the company said would be reduced by 27 percent, actually rose 20 percent. Fifty percent of the employees were laid off, and Aguas Argentinas reneged on its contractual obligations to build a new sewage treatment plant. As a result, over 95 percent of the city's sewerage is now dumped directly into the Rio del Plata River.

SAUR distributes the water on a for-profit basis for all of Senegal. In 1996, the company was awarded the contract with a \$96 million loan from the World Bank. The deal explicitly states that its aim is "cost recovery" -- meaning profit for investors -- and stipulates the need to charge for the cost of water, even to poor households. As a result, as in many other countries in Africa, many Senegalese citizens are forced to turn to untreated water systems for their water needs. The government of South Africa, for instance, has cut off water supplies to over 10 million people in the last two years because they could not afford to pay for the newly privatized service -- despite a constitutional guarantee of access to water for all!

In an effort designed to attract World Bank funds, President Vicente Fox of Mexico has established a national program called PROMAQUA. Now operating in 27 of the country's 30 states, PROMAGUA actively promotes the privatization of water services in cities of over 100,000 people. Largely financed by a World Bank grant of \$250 million, PROMAGUA encourages cities to open up their public water systems to private water corporations by signing concessions lasting between 5 and 50 years. As a result, the two water giants, Suez and Vivendi, together with United Utilities and Aguas de Barcelona, have developed joint ventures with Mexican companies to take over the running of public water systems on a for-profit basis. Close to 20 percent of municipal water systems in Mexico are now privatized. What's more, there are numerous examples where these private water companies have jacked-up water rates and cut-off services to those who can't pay the bills, while reducing water quality and refusing to make investments for the improvement of infrastructure such as leaky pipes.

Stories like these have produced a huge backlash against these companies and, in many countries, they are sounding a hasty retreat. Yet in spite of growing public opposition, the World Bank just announced that it has increased its funding for water privatization projects from US\$1.3 billion in 2003 to US\$4 billion in 2004. This is because the water corporations are demanding guaranteed financing to maintain their profit margins, even in communities where there is fierce resistance to their presence. The World Bank says it has learned from its past mistakes. Its actions around the world's growing water crisis shows that it is still the old, unreformed institution.

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Aqua America Pennsylvania subsidiary acquires water system in Honesdale, Wayne County se
Aqua America, Inc. announced today that its Pennsylvania subsidiary has completed its merger of the Honesdale Consolidated Water Company which serves approximately 6,000 people within portions of Honesdale Borough and Texas Township, Wayne County in a transaction valued at \$6.7 million. Aqua America is a publicly traded water and wastewater utility holding company with operating subsidiaries serving approximately three million people in Pennsylvania, New York, Ohio, North Carolina, Illinois, Texas, Florida, New Jersey, Indiana, Virginia, Maine, Missouri and South Carolina. *News Release/MarketWatch_ 9/30/08*

International investors warm to water as shortages mount

As liquidity is drained from credit and money markets and pours into oil and gold, another asset class that could offer long-term returns to the discerning investor is water. Water shortages are on the rise – stemming from soaring demand, growing populations, rising living standards and changing diets. A lack of supply is compounded by pollution and climate change. Investors are mobilising funds to buy the assets that control water and improve supplies, especially in developing countries such as China where urban populations are booming, further tightening supply. FourWinds Capital Management will this year start raising global funds initially of up to 3 billion euros (\$4.68 billion) to invest in water, said Kimberly Tara, FourWinds' chief executive. Water shortage is already a serious problem in many regions of the world, as underlined in a December report from Zurich-based Sustainable Asset Management (SAM), which manages about 8.5 billion Swiss francs in assets. These include southern Spain, the Maghreb, the Middle East, Central Asia, Pakistan, southern India and northern China. In the Americas, the U.S. mid-west, Mexico and the Andes are the worst-hit areas. Eastern Australia is also badly affected. China is a particularly strong example. It has a fifth of the world's population but just 7 percent of the water. *Reuters/Guardian_ 3/19/08*

Blue is the new green: How water is becoming the next coveted commodity

Traditionally, water bills have been ridiculously low in Canada, representing a fraction of a family's monthly expenses. But as municipalities struggle to fix crumbling pipes and waste-water facilities, cheap water is becoming a thing of the past. For consumers, that means another assault on the pocketbook. For engineering firms and investors, it's a brave new world of opportunities, with projects ranging from reconstructing old treatment systems to the construction of new residential subdivisions and desalination plants. So it's not surprising that when it comes to investment trends, blue is the new green. But just how far will countries go in privatizing – and commoditizing – water assets and how will it affect both investors and consumers? Craig Donohue, chief executive of the Chicago Mercantile Exchange, hinted back in October that water may become commoditized and traded as a futures contract. That prediction has not yet materialized, but Benjamin Tal, analyst at CIBC World Markets, believes the private sector will play an increasingly larger role in water delivery. Europe has been a leader in the development and utilization of water assets, and such long-term investors as the Canada Pension Plan Investment Board have snapped up shares in privatized utilities such as U.K.-based Anglian Water Services Ltd. In the United States, water markets are also emerging. In some western states, water rights have been traded through private transactions and small water utilities are up for sale. *FinancialPost.com_ 2/23/08*



Service To:
CAROL SWIGER
 132 CYPRESS DR
 EAST PALATKA, FL 32131-4179

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

Tel: 877.967.2782
 Fax: 866.780.8292
 e Mail: custserv@aquaservice.com

Questions about your water/sewer service? ... Contact us before the due date
 Bill Date **November 10, 2008** Total Amount Due **\$ 145.28** Due Date **December 02, 2008**

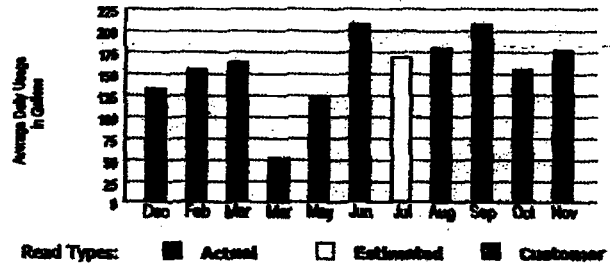
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
58610360	5/8	11/03/08 10/01/08	33	Actual Actual	22600 16900	5,900	Gallons
Average Daily Usage = 178 Gallons		Total Days: 33		Total Usage:		5,900	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 243.60
Total Payments Received	243.60
Balance	0.00
Water Base Facility Charge	14.81
5,900 gallons @ \$0.00522 per gallon	30.80
Current Water Charges	45.61
Sewer Base Facility Charge	29.28
5,900 gallons @ \$0.01193 per gallon	70.39
Current Sewer Charges	99.67
Amount Due 12/02/08	\$ 145.28

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.

1338444

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL2540865

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:
CAROL SWIGER
 132 CYPRESS DR
 EAST PALATKA, FL 32131-4179

Account Number

Total Amount Due

\$ 145.28

Due Date

December 02, 2008

Amount Enclosed

\$ 146.00

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

Seq=4041 Cyp=33V5 Tap=000762

0830455

***AUTO**ALL FOR AADC 320 C 147 P 183

CAROL SWIGER
 132 CYPRESS DR
 EAST PALATKA FL 32131-4179



FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02419-08		
DISTRIBUTION: ECB, GCL		

November 29, 2008

Florida Public Service Commission
Tallahassee, Florida

RE: DOCKET NO. 080121- WS

I oppose any increase in our water rates for the following reasons:

OBSOLETE WATER MAINS

I live in the Country Club View Subdivision within the Silver Lake Water System. We are the oldest subdivision and we have old four (4) inch water mains except Fairway Dr. which has only a two (2) inch main. I have contacted Aqua Utilities Florida about the situation and they were well aware of that fact. However they have nothing on the books now nor in the future to replace these old mains with eight (8) inch lines so we could have fire hydrants and good pressure during high usage periods.

NO FIRE HYDRANTS vs OLD SMALL MAINS

Fire hydrants require a minimum of eight (8) inch mains, but as stated above Aqua Utilities has no plans to replace our inadequate mains. The nearest fire station is only two miles away at the Leesburg City Airport. The big truck must be kept within the airport at all times due to FAA regulations. The second truck is a ladder truck and the third and last is a very small tanker truck that could do little to put out a three bedroom house fire. There is no pumper truck within the nearby area. Therefore our fire insurance rates are not only high but we could lose everything we have worked all our lives to have.

DIRT IN THE WATER

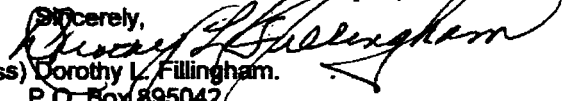
Occasionally I notice a fine black dirt settled in the toilets. The dirt is so fine one doesn't notice it when pouring a glass of water from the faucet. Lately the condition seems to have improved and doesn't occur as often. Possibly this could be due to fewer homes being built and fewer taps into the mains.

STRONG CHLORINE TASTE

I think Aqua Utilities may be following its predecessors footsteps of putting the chlorine in the lines sometime during the weekends. I still turn off the ice maker in the refrigerator on Fridays and don't turn it back on until the following Monday. Otherwise I often get a strong chlorine taste in the ice cubes which spoils a glass of water and causes waste.

SUMMARY

In view of all of the above, especially the old mains and not able to have fire hydrants and apparently no improvements scheduled now or in the future within the Country Club View Subdivision Aqua Utilities should not be granted any increase. I have a simple three bedroom house with a one (1) inch line so I am currently paying \$19.49 monthly. To eventually raise the rate to \$54.81 monthly is absolutely outrageous under the circumstances and would cause an extreme hardship especially in these times. **NO INCREASE!**

Sincerely,

 (Miss) Dorothy L. Fillingham.
 P.O. Box 895042
 Leesburg, FL 34789-5042
 (352) 787-1459

RECEIVED-FPSC
 08 DEC -3 AM 8:28
 COMMISSION
 CLERK

080121

untitled

RE
08 DEC -3 AM 8:26
FPSC
COMMISSION
CLERK
080121-WS.

TOO WHOM IT MAY CONCERN !!!

I'M WRITING WITH GREAT CONCERN FOR DOCKET # 080121-WS.
DECEMBER MEETING 8th -11th

WE THE PEOPLE IN COVERED BRIDGE COMMUNITY ARE PROTESTING THIS WATER INCREASE. IT WAS ALREADY

INCREASED IN RECENT PAST.WE ARE A FIXED INCOME COMMUNITY OF RETIRED PEOPLE, FOR THE MOST PART

ALREADY STRUGGLING WITH THE INSURANCE INCREASES, AND TAX INCREASES DUE TO PAST HURRICANES.

SEVERAL HAVE HAD TO LET THERE INS. LAPS, JUST TO HAVE GROCERY MONEY & WITH FUEL COST , FOOD

PRICES GOING UP & UP. WE ARE CONTINUALLY SCRAPING FOR BARGAINS.THESE INCREASES HAVE ALREADY

FORCED SEVERAL ELDERLY FOLKS TO SELL OUT & STAY NORTH . NOT ONLY TO BEAR THE ELEMENTS OF

OLD MAN WINTER. BUT TO ALSO TAKE A HIT ON PROPERTY DEPRECIATION. THIS MUST STOP SOMEWHERE!

WATER WAS PUT ON THIS EARTH BY GOD OUR FATHER, FOR ALL TO USE & TO HAVE TO SUSTAIN LIFE.

NOT FOR YOU TO CONTROL AND PROSPER AS YOU WISH. THEN TO CHARGE A BASE RATE WHEN WE SO CALLED

(SNOW BIRDS) ARE GONE FOR THE SUMMER, SHOULD BE UNLAWFUL.

YOU WILL FORCE US TO PUT DOWN WELLS ON OUR OWN & SET UP OUTHOUSES, AS MOST OF US HAVE DONE

IN THE DAY. PLEASE REFUSE THIS INCREASE.

THANK YOU FOR YOUR TIME

THE BENNETTS
8075 W. S.R.120
SHIPSHEWANA, IN. 46565

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02419-08		
DISTRIBUTION: ECR, GCL		

RECEIVED-FPSC
08 DEC -3 AM 8:25
COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02419-08		
DISTRIBUTION: ECB/6761		

Application for a rate increase in Alachua, Brevard, DeSoto, Highlands, La
Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Wa

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

Name Justina L. Davis

Address 35400 Danny Dr Lot 144
Poppy Hills Florida 33541

If you want to let the Public Service Commission know how you feel about this case, you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

Aqua Utilities should improve their water quality before even considering a rate increase! The calcium content is so bad we have to purchase drinking water on the side which is another added expense. The water won't even fit to wash my car! It comes out all spotted which we have to get off. There is calcium buildup in my cooking utensils, toilet, etc.

What's wrong here?? I question also the proper reading of the water meter - get usage high according to my daily calculations - allow 1000 or more myself 2 showers weekly, 1 load of clothes washing, & flush toilet only 3 times daily -

Fold and tape - See back for address

11-29-08

080

FL Public Service Commission.

Re: Docket # 0801201-WS

I am writing today to ask you to deny the request from Agua Utilities to increase our rates. I feel our rates are high & that we just cannot afford to pay anymore. We are senior citizens & on a limited income.

Sincerely,

Shirley Stotten
Covered Bridge
104 Edgewater Dr. S.
Lake Placid, FL 33852

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02419-08		
DISTRIBUTION: ECB, bll		

RECEIVED-FPSC
08 DEC -3 AM 8:25
COMMISSION
CLERK

FPSC, CLR - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02414-08		
DISTRIBUTION: ECR:GLL		

RECEIVED-FPSC

080121

08 DEC -3 AM 8:25

To: Florida Public ^{COMMISSION} ~~Service~~ _{CLERK} Commission

Re: Docket # 0801201-WS.

~~Please~~ be advised that I am asking that the rate increase that Aqua Utilities is requesting be denied. I would like to appeal before you to tell you of some of the many problems we have had in our area with Aqua Util., but travel doesn't allow that. Just one though was being denied to talk to a supervisor, as she was busy, after waiting 3 days because of dirty water from our faucets, for a service agent. At 11:00^{p.m.} on that night I got a call from Sarasota from a service agent who said he'd come over yet that night if I wanted. That's approx. 100 miles. Remember that's after 3 days and the list goes on. There are many more incidents such as chlorine ruining clothes in the washer and more.

080121

12-1-08

<input type="checkbox"/> ADMINISTRATIVE	<input checked="" type="checkbox"/> PARTIES
DOCUMENT NO. <u>02419-08</u>	
DISTRIBUTION: <u>ECR, GCL</u>	

Florida Public Service Commission

re: Docket # 0801201

We live in Highlands County, Leisure Lakes District.

We wish to protest the proposed rate increase by Agua Utilities. Our water and sewer bills are already twice the amount of last year.

Mandy Loyaki
[Signature]

42 Pinecrest Street
Lake Placid FL 33852

RECEIVED-FPSC
08 DEC -3 AM 8:24
COMMISSION
CLERK

November 28, 2008

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

RE: Docket # 060368-WS

To Whom It May Concern:

RECEIVED-
08 DEC -2 AM 10:12
COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 0249-08		
DISTRIBUTION: ECR, BLL		

Please reference the above proceeding final hearing dates December 8-11, 2008 to be held at the Florida Public Service offices in Tallahassee, Florida.


Aqua Utilities Florida Inc. is my provider of water and sewage services for the Palm Port subdivision in East Palatka where I own a house. Aqua has advised me that they have applied to the FPC for a rate increase for the services they provide for our subdivision. The previous owner of this utility service, Florida Water Services had also made the same request a number of times in the past few years. These increases were small and faced very little opposition as they were in line with the cost of living increases at the time. This increase I am told will be an increase of 74% for a family that uses an average of 2000 gallons per month. This is a huge increase in any terms. The interim rate increase amounts to a 48% increase over our existing rate which I also feel is way out of line and I would ask your agency to not allow these requested increases by Aqua.

This company is very profitable and reported net income for the quarter ended 9/30/08 at a rate that was 20% higher than the same quarter 2007. The companies earnings per share has increased .04 from the previous year. This is a profitable company right now.

As you know our nation is facing a financial crisis not seen since the "Great Depression" One of the reasons we are in this mess is corporate greed at the expense of the taxpayers of this country. Corporate greed has ruined the housing industry, the financial markets and pushed unemployment to new highs. I live on a fixed income as well as many of my neighbors and no one is going to bail me out. My 401K has decreased drastically over the past year. Please show some guts and deny Aqua this rate increase as unjustified in this economic environment we all face.

I thank you in advance for your consideration in this matter and making the right decision that will protect the residents of our subdivision.

Yours truly,



Dennis T. O'Keefe
105 Orange Drive
East Palatka, FL 32131

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED
08 DEC -2 AM 9:47

November 7, 2008

Re Docket # 080121-WS

Dear Sirs, Madames:

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 0219-08		
DISTRIBUTION: ECR, GCU		

COMMISSION
CLERK

At the November 4, 2008 meeting of the Lakeside Terrace Social Club, residents of the Park expressed their concern about the increase in water rates proposed to the Public Service Commission by Aqua Utilities Florida, Inc.

The application (Docket # 080121-WS) demands a 117.2% increase in the cost of the basic residential rate and per kg. rate increase for usage (0-5kg) of \$2.18 per kg to \$3.80 per kg – an increase of 72.4%. The average cost per household will increase from \$46.16 to \$111.04 per month – a 140% increase representing an additional cost per year of \$778.56 per family.

Aqua Utilities Florida, Inc. is part of a national company that spans this country. They justify this demand by their investment of \$430,000 on improvements to the wastewater treatment facility and infrastructure. According to research done by a number of residents, the \$430,000 would be more than recovered at these rates within the first year. There is no evidence that these recovery costs would be limited to a one-year-only surcharge – we will be required to pay this rate year-after-year.

It is vital that the Public Service Commission understand the impact of these increases to the nearly 500 residents of our Park. Most of us are retirees living on fixed incomes. Many of us have lost substantial amounts of savings due the upheaval in the economy – we still have no idea of the effect on our pensions. Costs for gas, food, fuel, medical expenses and services have shot through the roof.

The worry of "which shall I buy this month – food or medicine" is not a cliché. It has become more stressful each month for all of us.

We are entering the holiday season and we have already heard disturbing news from the Social Agencies of huge increases in applications for rescue and huge decreases in donations.

This huge national firm is greedy! Please ensure that you give very serious thought to any increases over and above the interim rate increases you imposed. You cannot deprive the residents of our park the necessities of life to satisfy the greed of this company.

Frankie Pyburn
James G. Pyburn

34 Wright Road
West Milton Ohio
45383-1616

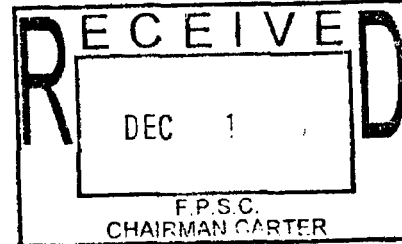
William E. Womer
50 Venetian Pkwy
Lake Placid, FL 33852
863-464-1261

RECEIVED-FPSC
08 DEC -2 AM 8:50

COMMISSION
CLERK

November 24, 2008

Florida Public Service Commission
Chairman Carter
2540 Shumard Oaks Blvd.
Tallahassee, FL 32399-0850



RE: Docket NO. 080121-WS

Dear Chairman Carter,

I am writing the commission regarding the extremely high rate increase request of Aqua Utilities Florida. My bill has increased by one third with the Interim Rate increase. To grant the Final Proposed rate would be a hardship for my family and many other families.

Although they have made some improvements to the system here in Covered Bridge, they continue to have problems with their system. During the summer they worked on the water storage tank. When the work was completed they had a problem with the chlorinator causing many families to have damage to their laundry. At my home we had green towels that came out of the wash bleached yellow. Their technician, Eddie, came and took pictures of the damage, but I have heard nothing since.

I have two (2) filters on the water coming into my home to improve the water so it is drinkable. Everyone of my friends filter the water as well.

They also have problems with their billing. Our Association has six (6) meters throughout the development. The meter in our storage area has been billing on estimated readings since the spring. Several attempts have been made to try and get the problem resolved to no avail. The meter reads 4000 and the estimated reading is 31,900 for the month of November.

Attached is an article from the Philadelphia Inquirer that shows the company is not in any financial trouble and is in fact very sound.

In these very tough times for everyone, especially seniors living on fixed incomes, I hope the commission will not grant the increase that Aqua is requesting.

Sincerely,

W. E. Womer

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>02419-08</u>		
DISTRIBUTION: <u>ECR, CLK</u>		

Attachment



Posted on Wed, Nov. 5, 2008

Aqua America increases income and dividend

INQUIRER STAFF

Aqua America Inc. reported a 20 percent increase in third-quarter income and increased its next dividend.

The Bryn Mawr-based company said that, for the quarter ended Sept. 30, income was \$35.4 million, compared with \$29.5 million in the third quarter of 2007.

Earnings per share were \$0.26, compared with \$0.22 in the same quarter of 2007.

Third-quarter revenue was \$177.1 million, a 7 percent increase over last year's \$165.5 million.

The company will increase its dividend 8 percent, to \$0.135 a share, payable Dec. 1 to shareholders on record Nov. 17.

Aqua American said that this is the 10th consecutive year of increasing its dividend, and the 18th dividend increase in 17 years.

"The majority of this quarter's revenue growth was due to rate awards granted for previous capital investments and for increased operating expenses, therefore, directly impacting net income," chairman and CEO Nicholas DeBenedictis said in a release. "Management expects to see the positive impact on revenue of our rate relief effort continue into 2009."

The company said it expects to file rate requests seeking more than \$70 million in 2009, including in Pennsylvania, New Jersey, New York and Ohio.

Find this article at:

http://www.philly.com/inquirer/breaking/business_breaking/20081105_Aqua_America_increases_income_and_dividend.html?adString=inq.business/business_breaking;:category=business_breaking;&randomOrd=112408061357

Check the box to include the list of links referenced in the article.

****CLK OFFICIAL DOCUMENT...****

Kimberley Pena 080121

From: Ruth McHargue
Sent: Monday, December 01, 2008 4:01 PM
To: Ruth Nettles
Cc: Kimberley Pena
Subject: FW: Aqua Utilities Rate Increase Protest

Attachments: FAX.TIF

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02419-08		
DISTRIBUTION: _____		

Please add to docket file.

From: Consumer Contact
Sent: Monday, December 01, 2008 3:57 PM
To: Ruth McHargue
Subject: Aqua Utilities Rate Increase Protest

To CLK

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

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

Received Fax Details

Received On: 12/01/2008 3:36 PM
Number of Pages: 1
From (CSID):
From (ANI):
Sent to DID:

Duration of Fax: 0:01:27
Transfer Speed: 24000

Received Status: Success
Number of Errors: 0
Port Received On: RockForceOCTO+ Port 6



FAX.TIF (37 KB)

November 29, 2008

Florida Public Service Commission
Tallahassee, Florida

RE: DOCKET NO. 080121-- WS

I oppose any increase in our water rates for the following reasons:

OBSOLETE WATER MAINS

I live in the Country Club View Subdivision within the Silver Lake Water System. We are the oldest subdivision and we have old four (4) inch water mains except Fairway Dr. which has only a two (2) inch main. I have contacted Aqua Utilities Florida about the situation and they were well aware of that fact. However they have nothing on the books now nor in the future to replace these old mains with eight (8) inch lines so we could have fire hydrants and good pressure during high usage periods.

NO FIRE HYDRANTS vs OLD SMALL MAINS

Fire hydrants require a minimum of eight (8) inch mains, but as stated above Aqua Utilities has no plans to replace our inadequate mains. The nearest fire station is only two miles away at the Leesburg City Airport. The big truck must be kept within the airport at all times due to FAA regulations. The second truck is a ladder truck and the third and last is a very small tanker truck that could do little to put out a three bedroom house fire. There is no pumper truck within the nearby area. Therefore our fire insurance rates are not only high but we could lose everything we have worked all our lives to have.

DIRT IN THE WATER

Occasionally I notice a fine black dirt settled in the toilets. The dirt is so fine one doesn't notice it when pouring a glass of water from the faucet. Lately the condition seems to have improved and doesn't occur as often. Possibly this could be due to fewer homes being built and fewer taps into the mains.

STRONG CHLORINE TASTE

I think Aqua Utilities may be following its predecessors footsteps of putting the chlorine in the lines sometime during the weekends. I still turn off the ice maker in the refrigerator on Fridays and don't turn it back on until the following Monday. Otherwise I often get a strong chlorine taste in the ice cubes which spoils a glass of water and causes waste.

SUMMARY

In view of all of the above, especially the old mains and not able to have fire hydrants and apparently no improvements scheduled now or in the future within the Country Club View Subdivision Aqua Utilities should not be granted any increase. I have a simple three bedroom house with a one (1) inch line so I am currently paying \$19.49 monthly. To eventually raise the rate to \$54.81 monthly is absolutely outrageous under the circumstances and would cause an extreme hardship especially in these times. **NO INCREASE!**

Sincerely,


(Miss) Dorothy L. Fillingham.P.O. Box 895042,
Leesburg, FL 34789-5042
(352) 787-1459

28911 Tammi Drive
Tavares, FL 32778-9414
November 23, 2008

RECEIVED-FPS
08 NOV 26 AM 8:17

COMMISSION
CLERK

08021

Office of the Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02419-08		
DISTRIBUTION: ECR, GCL		

Dear Sir or Madam:

We are writing in regard to the application for the large rate increases by Aqua Utilities, Docket #080121-WS. We understand the need for companies to increase their charges at a reasonable rate. However, more than doubling rates for each item seems extremely excessive and, perhaps, greedy. We are among the many senior citizens who must live on a fixed income and do not approve of this high rate increase.

If work has been done on the system as stated in the Initial Customer Notice, our water pressure shows no improvement. In addition, the water is cloudy and does not taste good unless it has been run through our refrigerator filter. The filter must be replaced much more often than it formerly did. The water dispenser drip tray has a white mineral deposit on it that cannot be removed. Our glass coffee pot is always coated with a mineral substance after coffee has been dripped. White laundry no comes out sparkling white but rather a grey/tan color and our newly installed bathroom faucets have become coated with a mineral-type deposit.

Thank you in advance for your kind attention to this matter.

Very truly yours,

Richard Martinez
Suzanne Martinez
Richard and Suzanne Martinez

080

RECEIVED
08 NOV 26 AM 8:16

COMMISSION
CLERK

LK - CORRESPONDENCE	
Initiative <input type="checkbox"/>	Parities <input type="checkbox"/>
Consumer <input checked="" type="checkbox"/>	
MENT NO.	08-119-08
UTION:	ELK 1002

November 22, 2008

Florida Service Commission
2540 Shumard Oakes Blvd.
Tallahassee, FL 32399

RE: PROPOSED WATER AND WASTEWATER RATE INCREASE

To Whom It May Concern:

I am writing this as a concerned citizen and consumer of Aqua Utilities Florida, Inc.

Our rates for water/wastewater have nearly doubled since our 2006 purchase of our seasonal home in Covered Bridge 55+ community. Not only have they risen, but the billing inaccuracies' have been frequent. Many other homeowners within our community have voiced the same concerns regarding rates and billing.

During the past two years I have been in contact with Aqua Utilities Florida, Inc. on several occasions. On May 20, 2008 my husband and I attended a meeting with Aqua Utilities in Sebring, FL with concerns with rates and incorrect billings. It was there that I met Mrs. Harris of Aqua who has been my main contact since that time.

My question to you, The Florida Service Commission, is:

How can you justify a company raising rates twice in such a short period of time when they can't seem to get their present rates charged out to the customer correctly?

Attached is a listing of the past years' billings and contacts with Aqua Utilities Florida, Inc.

Sincerely,

Mrs. Arlene Harman
103 Edgewater Drive S.
Lake Placid, FL 33852
Cell: 616-822-2469

Michigan Address:
21880 Bonz Beach Hwy.
Onaway, MI 49765
989-733-4738

Also attached is a copy of "Aqua America increases income and dividend" from a Pennsylvania newspaper article.

BILLINGS AND CONTACTS FOR 2008

Jan. 21, 2008--Billed 73.71--I didn't pay as I was waiting for credits for charges I paid over the last 6 months. Several in our community, including myself, were told by Aqua personnel there would not be charges while we were on seasonal except for the \$15.00 reconnect charge; this was for 2007.

Feb. 13, 2008--Billed \$113.80--I paid, assuming it was correct since a credit did appear on that billing.

May 20, 2008--Attended a meeting in Sebring, FL to try and get my billings correct. There my husband and I met with a Mrs. Harris. She stated she would work on our account when she got back to her office, going back to when our new meter was installed. She also stated the monthly base rate for seasonal (or move out as she called it) was \$24.38.

July 18, 2008--Called Mrs. Harris regarding estimated billing again.

July 22, 2008--Mrs. Harris returned my call and said the July 21, 2008 billing reflects credits back to May 21, 2007 when our new meter was installed!

July 29, 2008--Billed \$101.52--I paid.

August 7, 2008--Billed \$48.23--Again estimated not seasonal with 1900 gallons usage. Called Mrs. Harris again.

Sept. 3, 2008-- Billed \$103.07--Again estimated not seasonal with 3200 gallons usage.

Sept. 15, 2008--Called Mrs. Harris stating I would not be paying the past bills until it read seasonal. She stated I would be getting a revised billing.

Oct. 1, 2008--Mrs. Harris left a message that a corrected bill should be coming and to disregard the \$143.53 I was billed on the Oct. 15. She stated she would bill it out herself as actual, with 0 gallons used. She also said she was going to her supervisor with her concerns regarding my account.

Oct. 15, 2008--Corrected bill of \$102.90--I paid--which read actual with 0 gallons used.

NOW: Dec. 1, 2008--Billed \$81.52 AGAIN ESTIMATED 3200 gallons. We should still be on seasonal or actual reading (after all of Mrs. Harris' work) and we had yet to arrive in Florida to our winter home. We have checked our meter reading since arriving and no gallons have been used.



Posted on Wed, Nov. 5, 2008

Aqua America increases income and dividend

INQUIRER STAFF

Aqua America Inc. reported a 20 percent increase in third-quarter income and increased its next dividend.

The Bryn Mawr-based company said that, for the quarter ended Sept. 30, income was \$35.4 million, compared with \$29.5 million in the third quarter of 2007.

Earnings per share were \$0.26, compared with \$0.22 in the same quarter of 2007.

Third-quarter revenue was \$177.1 million, a 7 percent increase over last year's \$165.5 million.

The company will increase its dividend 8 percent, to \$0.135 a share, payable Dec. 1 to shareholders on record Nov. 17.

Aqua American said that this is the 10th consecutive year of increasing its dividend, and the 18th dividend increase in 17 years.

"The majority of this quarter's revenue growth was due to rate awards granted for previous capital investments and for increased operating expenses, therefore, directly impacting net income," chairman and CEO Nicholas DeBenedictis said in a release. "Management expects to see the positive impact on revenue of our rate relief effort continue into 2009."

The company said it expects to file rate requests seeking more than \$70 million in 2009, including in Pennsylvania, New Jersey, New York and Ohio.

Find this article at:

http://www.philly.com/inquirer/breaking/business_breaking/20081105_Aqua_America_increases_income_and_dividend.html?adString=inq.business/business_breaking;!category=business_breaking;&randomOrd=112408062757

Check the box to include the list of links referenced in the article.

RECEIVED
08 NOV 26 AM 8:16

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

Re Docket # 080121-WS

Dear Sirs, Madames:

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 0249-08		
DISTRIBUTION: ECR/10/11		

At the November 4, 2008 meeting of the Lakeside Terrace Social Club, residents of the Park expressed their concern about the increase in water rates proposed to the Public Service Commission by Aqua Utilities Florida, Inc.

The application (Docket # 080121-WS) demands a 117.2% increase in the cost of the basic residential rate and per kg. rate increase for usage (0-5kg) of \$2.18per kg to \$3.80 per kg – an increase of 72.4%. The average cost per household will increase from \$46.16 to \$111.04 per month – a 140% increase representing an additional cost per year of \$778.56 per family.

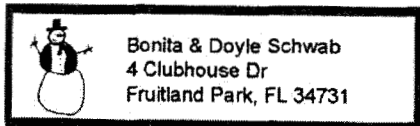
Aqua Utilities Florida, Inc. is part of a national company that spans this country. They justify this demand by their investment of \$430,000 on improvements to the wastewater treatment facility and infrastructure. According to research done by a number of residents, the \$430,000 would be more than recovered at these rates within the first year. There is no evidence that these recovery costs would be limited to a one-year-only surcharge – we will be required to pay this rate year-after-year.

It is vital that the Public Service Commission understand the impact of these increases to the nearly 500 residents of our Park. Most of us are retirees living on fixed incomes. Many of us have lost substantial amounts of savings due the upheaval in the economy – we still have no idea of the effect on our pensions. Costs for gas, food, fuel, medical expenses and services have shot through the roof.

The worry of "which shall I buy this month – food or medicine" is not a cliché. It has become more stressful each month for all of us.

We are entering the holiday season and we have already heard disturbing news from the Social Agencies of huge increases in applications for rescue and huge decreases in donations.

This huge national firm is greedy! Please ensure that you give very serious thought to any increases over and above the interim rate increases you imposed. You cannot deprive the residents of our park the necessities of life to satisfy the greed of this company.



Bonita L Schwab
11-22-08

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

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Name Wayne and Jenny Kemp

Address 117 Orange Drive

East Palatka, Florida 32131

RECEIVED-FPSC
08 NOV 26 AM 8:15
COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>02419-08</u>		
DISTRIBUTION: <u>ECR, GCL</u>		

Palm Port Subdivision Putnam County

NOV 17, 2008

Dear Sir or Madam:

This is in reference to the request for an increase in rates for Aqua Utilities of Florida, Inc. Once again they are requesting an outrageous increase for their services. We just don't understand what they are thinking. All of us here in the Palm Port subdivision realize that prices are increasing and that a reasonable increase is expected. However a 74% increase is totally ridiculous.

We understand that we have to pay for their services, but surely it should be at a fair amount. In this time of economic instability everyone is hurting, yet we expect to see a small increase. However we don't want to be taken to the slaughter house. Unfortunately, we have no choice but to use their services being they are the only system out here.

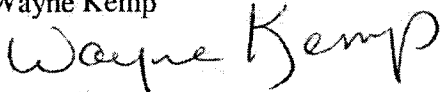
Also, sometimes their way of doing business seems a little underhanded. For example, the October bill was received on October 30th by everyone out here. However, the due date was October 29th. Upon inquiring about this, we were told it was the Post Office fault, but the Post Office said that wasn't true. They process the mail as it comes through. Aqua Utilities informed us there would be a late penalty charged if not paid on time. Now I ask you, how can you pay something on time when you don't even receive it till its already past due. It seems to me its just another way of raising their profits by ripping us off.

Most of us in this subdivision are middle class, so most of our children are grown and gone. There are only two people living in most of these homes. The water bills for two people are ridiculous. They range anywhere from \$100.00 to \$200.00 a month. This is totally crazy. Personally our last water bill was \$188.00. There is no way two people used that much water and sewer. And we don't have any broken pipes or anything like that either. We are going to report them to the better business bureau for their business

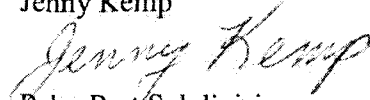
practices. I just can't believe they are actually reading the meters. If they are, then they must have them rigged. We don't mind paying for what we use, but we hate being taken advantage of and not being able to do anything about it.

In closing, we sincerely seek your help in this matter and ask that you deny Aqua Utilities such a ridiculous increase. A fair increase we can understand and expect. We look to you for help. Please don't let these people gouge everyone's water bill. Thank you for hearing our request. Again, please take our plea for fair treatment into immediate consideration.

Thank you,
Wayne Kemp




Jenny Kemp



Palm Port Subdivision
Putnam County



November 05, 2008 07:30 AM Eastern Time 

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

Dividend to increase by 8 percent

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

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

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

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

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

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

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

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

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

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

REC

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

08 NOV 26 AM 8:12

November 7, 2008

Re Docket # 080121-WS

Dear Sirs, Madames:

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02419-08		
DISTRIBUTION: ECR, GCL		

COMMISSION
CLERK

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THOMAS J. MANIAL
56 LAKE GRIFFIN DR.
FRUITLAND PARK FL. 34731



Thomas Manial
FRUITLAND PARK, FL
56 LAKE GRIFFIN DR
FRUITLAND PARK, FL 34731-6345
Lot: 00001008 Block:

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

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

Questions about your water/sewer service?... Contact us before the due date.
Bill Date **October 06, 2008**
Total Amount Due **\$ 44.62**
Due Date **October 28, 2008**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units	
56610566	5/8	10/01/08	29	Actual	4100	0	Gallons	
		09/02/08		Actual	4100			
Total Days: 29						Total Usage:	0	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 30.64
Total Payments Received	30.64
Balance	0.00
Water Base Facility Charge	13.26
Current Water Charges	13.26
Sewer Base Facility Charge	31.36
Current Sewer Charges	31.36
Amount Due 10/28/08	\$ 44.62

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.

1336423

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3351421

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

Service To:
THOMAS J. MANIAL
56 LAKE GRIFFIN DR
FRUITLAND PARK, FL 34731-6345
Lot: 00001008 Block:

AQUA Water/Sewer Bill

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

Account Number
001442318 0646719

Total Amount Due **\$ 44.62**
Due Date **October 28, 2008**

Amount Enclosed
\$ [] [] [] [] [] [] [] []

10/16/08

Seq#30456 Cym#3303 1up#646621

0646719

*****AUTO**MIXED AADC 189 C 92 P 113
THOMAS J. MANIAL
580 N DEHMEL RD
SAGINAW MI 48601-9453



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

00144231806467190000000044625



TAMPA, FL

SAINT PETERSBURG

25 NOV 2008 11

Charles & Dorlee Burton
4901 Britni Way
Zephyrhills, FL 33541-7313

Florida Public Service Commission

Office of Commission Clerk

2540 Shumard Oak Boulevard

Tallahassee, Florida 32399-0850

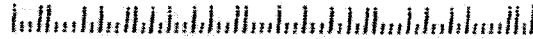
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08 NOV 31 AM 9: 32

COMMISSION
CLERK

32399-0850



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FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>080121-08</u>		
DISTRIBUTION: <u>BCR, GCL</u>		

Tape

Fold Here

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 Charles F. Burton
Address 4901 Britni-Way
Zephyrhills FL 33541

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

CONSUMER COMMENTS

I did attend the meeting (public) with Aqua at Port Richey, where I expressed my opinions on Aqua's proposed rate increases.

I can't believe the Commission could possibly consider allowing the rate increase, especially under the current economic conditions were all under.

PLEASE - do not allow this increase

Thank you
Charles Burton

RECEIVED

Dec 01
08 NOV 31 AM 8:17

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

Re Docket # 080121-WS

COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 080121-08		
DISTRIBUTION: ECR/ACL		

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Richard L. Johnson
Ladonna Johnson

<p>Richard L. Johnson Ladonna Johnson 59 Eden Dr., Lakeside Terrace Fruitland Park, FL 34731-6337</p>

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED-FP
Decol
08 NOV 31 AM 8:46

November 7, 2008

COMMISSION
CLERK

Re Docket # 080121-WS

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <i>02419-08</i>		
DISTRIBUTION: <i>ECR/GU</i>		

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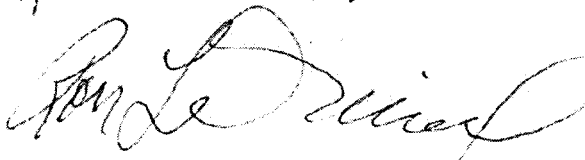
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*RONALD LEMMIEUX 32 LAKEWOOD LN. FRUITLAND, FLA 34931-6368
PR*



SC, CLK - CORRESPONDENCE
Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 08-419-08
DISTRIBUTION: ECH, GLL

RECEIVED-FPSC

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

NOV 31 AM 8:47

COMMISSION
CLERK

PLEASE STOP THE

November 7, 2008

Re Docket # 080121-WS

Dear Sirs, Madames:

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LAKESIDE
TERACE

Susan Chadwick
SUSAN CHADWICK
59 LAKE GRIFFIN DRIVE
FRUITLAND PARK, FL 34731

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

RECEIVED-FPSC
Dated
08 NOV 31 AM 9:17

COMMISSION
CLERK

Name BONNIE MINNS
Address 35050 DANNY DR., LOT 143
ZEPHYRHILLS, FL. 33541

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

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 2419-01
DISTRIBUTION: CA/66

CONSUMER COMMENTS

I can not believe that Aqua Utilities Florida
Inc wants to increase their water rates by
over 3.41 times more than current rates,
Water is not a luxury but a basic
necessity. The quality of the water is
terrible. I personally do not drink
it or use it in soup or coffee. It has
a funny smell and taste.

Our park is full of retirees and
seniors. None can afford ~~the~~ these
increases. I would be interested to
know how much profit they are making,
and the salaries and bonuses their
executives are making.

Their wastewater increases are ever waste
especially when all water used does not go
into the sewer as waste.

TALENT SYSTEMS
250 NEW BRUNSWICK

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

323990850 0001



Fold Here

Tape

Fold Here

November 25, 2008

RECEIVED-FPS
Dec 01
08 NOV 31 AM 9:15

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>0811908</u>		
DISTRIBUTION: <u>ECA, GLL</u>		

RE: Docket Number proceeding 080121-WS

Covered Bridge in Lake Placid (Highlands County) FL has been having many problems with Aqua Utilities. There have been times when you did not have any water and if it was not turned on soon, we had to boil it for several days. Recently there was an excessive amount of chlorine in the water which could be smelled in the house and several people were washing clothes at the time and the clothes were ruined.

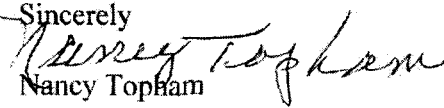
In September, 2007, the meters were changed so they could be read while driving by. The new meter numbers were never entered into the computer system for some customers until April, 2008. During this time, we received estimated bills. I had to have my water pipes replaced in January, 2008, due to a broken water pipe. It cost \$4,000.00 and the estimated bills were based on the time when the pipe was broken. I did received a bill showing a credit of \$400.00 but on the same bill it stated that I owed them \$59.00. I could not get any satisfaction from Aqua. I understand from a source that sometimes will do some service for Aqua Utilities, that Aqua will not upgrade our system because it is too old and will require extensive repairs which will cost them a lot of money.

The notice of hearing we received indicated they spent \$170,000.00 to improve quality and reliability. I certainly don't know where. They also claim this is the first rate increase request since July, 2004, however, there was a request for an increase in either 2006 or 2007.

The people living in Covered Bridge are retired and cannot afford the rate they are requesting for the service we are receiving. This is not right for the past performance of Aqua Utilities.

Any assistance that can be given to us will be greatly appreciated.

Sincerely


Nancy Topham

134 Parkview Circle

Lake Placid, FL 33852

Phone - (863) 699-6202

RECEIVED
Dec 0

08 NOV 31 AM 9:14

October 31, 2008

COMMISSION
CLERK

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

Re: Docket Number D. No. 080121-WS

To Whom It May Concern:

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO.	02419-08	
DISTRIBUTION:	ECR bca	

We received a notice of a petition for a rate increase filed by Aqua Utilities. While we are sure the utility company does need an increase from the rate listed as the current rate, we feel their proposed final rates are exorbitant. We would see no problem with the approved interim rate being approved as the final rate based on our current bills but hope that you do not approve the increase the utility company has requested.

Sincerely,

Faye Clifton
Faye Clifton

David Clifton
David Clifton

Margaret Varnes
Margaret Varnes

RECEIVED-FI
Dec 01
08 NOV 31 AM 9:15

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

Re Docket # 080121-WS

Dear Sirs, Madames:

COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>02419-08</u>		
DISTRIBUTION: <u>ELRIGGL</u>		

At the November 4, 2008 meeting of the Lakeside Terrace Social Club, residents of the Park expressed their concern about the increase in water rates proposed to the Public Service Commission by Aqua Utilities Florida, Inc.

The application (Docket # 080121-WS) demands a 117.2% increase in the cost of the basic residential rate and per kg. rate increase for usage (0-5kg) of \$2.18 per kg to \$3.80 per kg – an increase of 72.4%. The average cost per household will increase from \$46.16 to \$111.04 per month – a 140% increase representing an additional cost per year of \$778.56 per family.

Aqua Utilities Florida, Inc. is part of a national company that spans this country. They justify this demand by their investment of \$430,000 on improvements to the wastewater treatment facility and infrastructure. According to research done by a number of residents, the \$430,000 would be more than recovered at these rates within the first year. There is no evidence that these recovery costs would be limited to a one-year-only surcharge – we will be required to pay this rate year-after-year.

It is vital that the Public Service Commission understand the impact of these increases to the nearly 500 residents of our Park. Most of us are retirees living on fixed incomes. Many of us have lost substantial amounts of savings due the upheaval in the economy – we still have no idea of the effect on our pensions. Costs for gas, food, fuel, medical expenses and services have shot through the roof.

The worry of "which shall I buy this month – food or medicine" is not a cliché. It has become more stressful each month for all of us.

We are entering the holiday season and we have already heard disturbing news from the Social Agencies of huge increases in applications for rescue and huge decreases in donations.

This huge national firm is greedy! Please ensure that you give very serious thought to any increases over and above the interim rate increases you imposed. You cannot deprive the residents of our park the necessities of life to satisfy the greed of this company.

Michelle M. Lennon
30 Sunrise Lane
Fruitland Park, FL
34731

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

Aqua Utilities Florida, Inc.

DOCKET NO. 060368 WS

RECEIVED
Dec 01
08 NOV 31 AM 9:08
COMMISSION
CLERK
PALM BEACH
Subdivision

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 060368-08
DISTRIBUTION: ECA, GCL

Name DALE & DEBORAH COSTINE
Address 113 MAGNOLIA DRIVE
EAST PALATKA, FL 32931

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
Ret. Docket No. 060368-WS
Let it be known that we are in opposition of the proposed rate increase by Aqua Utilities for water and sewer rates.
These rate increases are not warranted and are very unreasonable. Many in this community are on fixed incomes and a 74% increase for water and sewer could place a huge financial burden on these families.
If this neighborhood had other resources in which to service our water and sewer needs, I feel most would have already made the switch. But since that is not an option

for PALM PORT AT THIS TIME. WE ARE
indeed held HOSTAGE TO THE GREED AND
UNWARRANTED RATE INCREASES imposed upon
us. by AQUA UTILITIES.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02419-08		
DISTRIBUTION: BLR, GCL		

RECEIVED-
Dec 01
08 NOV 31 AM 9:07

James & Patricia Thomas
103 Magnolia Dr.
East Palatka, FL.
32131-4182

11-17-08
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Rd
Tallahassee, FL, 32339-0850

COMMISSION
CLERK

Aqua Utilities Florida Inc

Reference: Docket # 060368-WS

Dear Sir or Madam:

In reference to final proceeding hearing Dec. 08-11
2008.

Aqua utilities is the provider for water
and sewer services for Palm Port subdivision
located in East Palatka Florida.

Most of the residents are senior citizens
on fixed or retirement incomes.

This is the second attempt by Aqua
utilities to increase rates by an
unaffordable and unnecessary rate, please see
attached.

I implore you to please review and
deny this increase.

Respectfully,

James B. Thomas
103 Magnolia Dr.
East Palatka, FL.

FPSC, CLK - CORRESPONDENCE	
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO.	02419-08
DISTRIBUTION:	ELR, GCU

REC'D
08 NOV 31 AM 9:07

James & Patricia Thomas
103 Magnolia Dr.
East Palatka, FL.
32131-4182

11-17-08
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Rd
Tallahassee, FL. 32339-0850

COMMISSION
CLERK

Reference: Aqua Utilities Florida Inc
Docket # 060368-WS

Dear Sir or Madam:

In reference to final proceeding hearing Dec 08-11
2008.

Aqua Utilities is the provider for water
and sewer services for Palm Port subdivision
located in East Palatka Florida.

Most of the residents are senior citizens
on fixed or retirement incomes.


This is the second attempt by Aqua
Utilities to increase rates by an
unaffordable and unnecessary rate, please see
attached.

I implore you to please review and
deny this increase.

Respectfully,

James P. Thomas
103 Magnolia Dr.
East Palatka, FL.



November 05, 2008 07:30 AM Eastern Time 

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

Dividend to increase by 8 percent

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

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

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

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

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

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

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

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

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

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

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

Aqua Utilities Florida, Inc.

DOCKET NO. 080368-WS
060368-WS

RECEIVED-FPSC
Date of Filing
12-14-08 AM 9:03
COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02119-08
DISTRIBUTION: ECA, GCL

Name John M. and Vicki G. LaFoye

Address 134 PALM TR.
EAST PALATKA, FLORIDA 32131

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

CONSUMER COMMENTS	
P.S.C.,	
I think this is an outrage.	
The quality of the water and the service this company has provided is absolutely terrible.	
The prices are outrageous.	
If there were improvements in the services or pricing, maybe. But the bottom line, they are already overpriced.	
Please consider, at these trying economic times, this proposal should not be granted.	
Thank you,	
John M. & Vicki G. LaFoye	

4625 WINDY LANE
ZEPHYRHILLS, FLORIDA 33541
November 29, 2008

DOCKET No. 080121-WS

FPSC. CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02419-08		
DISTRIBUTION: ECR/6LL		

FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BLVD
TALLAHASSEE, FLORIDA 32399-0850

RECEIVED-FPSC
Jaeol
08 NOV 31 AM 9:03
COMMISSION
CLERK

Dear Commissioner, REV. CARTER AND ALL THE COMMISSIONERS

Please EXCLUDE ZEPHYRSHORES AND AMERICAN CONDO
FROM AQUA'S UNIFORM RATE PROPOSAL.

I have personally testified before you in NEWPORT RICHEY on 9-26-08
and LAKELAND 7-8-08.

It took AQUA almost a year to complete the additional well,
and the enclosed copy of FLORIDA EPA, NO INDICATION that
the well is safe to DRINK.

All the testimony given indicates:

- ① UNABLE TO DRINK THE WATER
- ② WE HAVE TO PURCHASE WATER
- ③ POOR SERVICE - NO ONE RETURNS CALLS
- ④ ENCLOSED OUR CURRENT AQUA'S WATER BILL - \$130.27

CORDIALLY INVITE THE COMMISSIONERS TO OUR HOME TO SEE FOR YOURSELVES,
AS ABC ACTION NEWS CAME TO OUR HOME ON JULY 25, 2008.

THANK YOU FOR CONDUCTING ALL THE PUBLIC HEARINGS.

SINCERELY,

Gus Alexakos



Florida Department of
Environmental Protection
Southwest District
13051 North Telecom Parkway
Temple Terrace, Florida 33637-0926

Jeff Kordamp
Lt. Governor

Michael W. Sole
Secretary

April 16, 2008

Jack M. Lihvarcik, President
Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, FL 34748

DOCKET No 080121-WS

Re: Final Clearance
Project: Zephyr Shores Water System – New Well
FDEP Permit No.: 0282237-001-WC/20
PWS ID No.: 651-2018
County: Pasco

Dear Mr. Lihvarcik:

The Department has received your *Certification of Construction Completion and Request for Clearance to Place Permitted PWS Components into Operation* [FDEP Form 62-555.900(9)] and supporting documents for the above-referenced project. This project was approved for construction under the FDEP permit number identified above and completed with deviations, as noted in FDEP Form 62-555.900(9).

The submitted documents indicate compliance with the clearance procedures identified in Rule 62-555.345, Florida Administrative Code. Therefore, the Department is issuing this letter of release to place the above-referenced water treatment plant into service.

Please note that public water supply systems must comply with any changes and/or revisions to applicable laws and regulations, which affect operating procedures and/or quality standards.

If you have any questions or comments, please contact me at (813) 632-7600, extension 316.

Sincerely,

A handwritten signature in black ink, appearing to read "Nangellie San Inocencio".

Nangellie San Inocencio
Engineering Specialist II
Water Facilities

cc: Dale D. Ernsberger, P.E., Civil Engineering Associates, Inc.



Service To:
GUS ALEXAKOS
4625 WINDY LN
ZEPHYRHILLS, FL 33541-2125
Lot: 00000032 Block:

Docket No. 080121-WS
 Late Filed Exhibit 193
 Page 230 of 562

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

Bill Date **November 21, 2008** Total Amount Due **\$ 130.27**

Due Date **December 15, 2008**

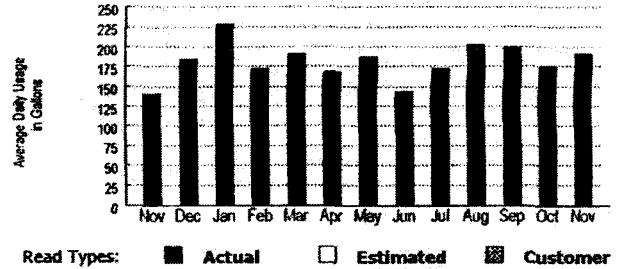
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56620647	5/8	11/19/08	28	Actual	6700	5,400	Gallons
		10/22/08		Actual	1300		
Average Daily Usage = 192 Gallons		Total Days: 28		Total Usage:		5,400	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 128.30
Total Payments Received	128.30
Balance	0.00
Water Base Facility Charge	6.64
5,400 gallons @ \$0.00537 per gallon	29.00
Current Water Charges	35.64
Sewer Base Facility Charge	17.14
5,400 gallons @ \$0.01435 per gallon	77.49
Current Sewer Charges	94.63
Amount Due 12/15/08	\$ 130.27

Water Usage History



DOCKET No. 080121-WS

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 **\$ 130.27** Due Date **December 15, 2008**

Seq=28444 Cyc=33PJ 1up=665029 0643998
 *****AUTO**5-DIGIT 33541 C 80 P 105
 GUS ALEXAKOS
 4625 WINDY LN
 ZEPHYRHILLS FL 33541-2125

Amount Enclosed
 \$

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



00090133606439980000000130271



FLORIDA PUBLIC SERVICE COMMISSION

11-26

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 0249-07
DISTRIBUTION TAG 6/08

RECEIVED-FPSC
08 NOV 31 AM 8:46
GENTLEMEN: RE: AQUA UTILITIES FLORIDA

Due to illness and travel expenses I am unable to attend the December 8th hearing in Tallahassee, Florida. That is why I am writing instead.

Obviously, as a senior citizen on social security, I feel the water and sewer rates are now too high as compared to rates I pay in Michigan. But my main complaint is the year-round fee I pay for the pipes, etc. that are in the ground. We are not in Florida 6 months or more, but we are forced to pay these fees even when are not there and the water is shut off and there is no usage! I know this was started originally by some "bureaucracy", but it is still wrong. The cost for maintaining pipes and other equipment in an overhead cost and is built into the present rates (per gallon used)!

I fully understand the need for any company to make a reasonable profit and also a return to the stock holders; however, Aqua seems to be doing quite well buying up local utilities nationwide and this past summer, installed radio equipped meters so their meter readers do not even have to get out of their truck for the monthly scan. Extravagant?!!

We have a \$36,000, very small condo in Michigan, and the \$39,000 (actual cost) trailer in Florida. We drive a 2 year old, and a 13 year old car; we live a very modest life. Please help us and others like us.

THANK YOU. H.W. Kitchen (OVER) →

ADDRESS FOR MAIL: GAYLORD KITCHEN
2146 BANNER DR., S.W.
WYOMING, MICHIGAN 49509
PH: (616) 475-1177

* (AQUA) SERVICE ADDRESS: 4636 CLARICE AVENUE
ZEPHYRHILLS, FLORIDA 33541

* IS
NOTE: THIS IN A

MOBILE HOME PARK: ZEPHYRSHORES ESTATES (ALL TRAILERS)
HOWEVER, WE ALLOW OUR LOTS. (DEEDED). Besides all
utilities, we pay an annual park fee, of course; AND
PROPERTY TAXES.

P.S. We have been "Snowbirds" for a few years,
but we will be forced to sell the trailer
in Florida soon, as we cannot afford the
extra costs associated with two homes. I
appeal to your Commission not only for us,
but on behalf of all the many senior citizens
in Florida. Thanks again.

RECEIVED
COMM. ON
REG. & LIC.
STATE OF FLORIDA
JAN 10 2009

RECEIVED-FPSC

08 NOV 24 AM 8:48

080121

November 21, 2008

COMMISSION
CLERK

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02419-08		
DISTRIBUTION: ECR 16/11		

To The Commission:

The cover letter and flow chart accompanying these petitions, was drawn up by Lorne Foote, a resident of Lakeside Terrace Mobile Home Park.

I am Barbara Spencer, President of the HOA in this park and am stating my own views concerning the granting of this rate hike.

We have an environmentally friendly yard, no grass, and drought tolerant plants. We have no sprinkler system and no automatic dishwasher. Our bill in August was \$75.05 for 8700 gallons of water and in September was \$103.38 for 7200 gallons of water. An increase of \$28.33 for 1500 gallons less of water.

Aqua Florida Utilities should not be allowed to charge different rates for each area it services. We have friends who live less than three miles away from us and have Aqua Florida Utilities and their bills for the past two months were \$33.00 and \$42.00. How can you justify the rates that they charge us.

They should be made to charge a flat rate for each area they service. I am sick and tired of their greed and your kindness in granting them a raise whenever they ask for it. Try to consider the fact that this is a senior community living on fixed incomes that do not change and also consider the economic times.

Please look into the history and ownership of this company before you finalize this latest request of theirs.

Hoping to receive a response from you.

Sincerely,
Barbara Spencer-President HOA
Barbara Spencer
81 Lake Griffin Drive
Fruitland Park, FL 34731

WATER	WASTE WATER	TOTAL	Difference
Interim- Fixed Chg. =\$13.26	\$31.36	\$44.62	
Old Rate- =\$10.09	\$16.64	\$26.73	\$17.89
Interim Gal. Chg. =\$2.87kg	\$6.35kg		W.W. \$2.98
Old Rate =\$2.18kg	\$3.37kg		W. \$0.69
For 6kg@Interim =\$17.22	\$38.10	\$99.94	
For 6kg@OldRate =\$13.08	\$20.22	\$60.03	\$39.91(66.48%)
For 3kg@Interim =\$8.61	\$19.05	\$72.28	
For 3kg@OldRate =\$6.54	\$10.11	\$43.38	\$28.90(66.62%)
For 6kg User =\$39.91*12=\$478.92*717=	\$343,385.64	Recovered in a year.	
For 3kg User =\$28.90*12=\$346.80*717=	\$248,655.60	Recovered in a year.	

We the customers of Aqua Utilities Florida (Valencia Terrace Unit) want to inform the members of the Public Service Commission of our reaction to the rate increases proposed by them. One big concern that many of us have is for our lawns (about 1200 sq. ft.) which the park owner wants us to keep looking decent, which is also our desire. The typical cost of installing the lawn and watering equipment is \$1,000 to \$1,200. With minimum watering during the dry periods about 5,000 to 6,000 gallons are used per month. At 6,000 gallons the bill will go from \$60.03 to \$143.32(139.1%) per month. We can not keep a lawn at these rates.

Even at the Interim rates we are on now this means a raise from \$60.03 to \$99.94(66.48%). The fixed monthly bill has gone up \$17.89(60%) even if no water is used. The water gallon rate rise is 31.5% and the waste water rise 88.5%. This means an increase of \$40.00 per month so the lawn can not be kept. In a particular case the people are in Canada from 1 May >1 Oct. so the house water is off (no waste water) and their bill will be at least \$100.00 per month because of the lawn.

It would be better to recover State mandated improvements, maintenance costs or disaster repair funds for the system through a surcharge as it would be a definite amount for a defined period. It would be a more fair way as all customers would pay the same and the progress made (Total paid in-Total Needed) toward the amount needed could show on our bill.

Operating costs then would be covered by rate changes which should not go unchanged for four years then suddenly jump 60% or 100% because they say they have been operating at a loss.

It is also hard to believe with Aqua America's financial record that they would allow one of its subsidiary company to operate four years with no profit. Aqua America made a fair profit during 2007, Operating Revenues \$602.5 million; Net income \$95 million. Dividend Record 1998 (\$0.25) rising every year 2007 (\$0.48) 2008 (\$0.51). Using these Interim Rates they will have recovered almost all of the \$430,000 in one year and we will have to go on paying these rates forever. It appears that their objective is to buy all of these small water facilities and with the controlling company being out of state it is hard to find true profits.

It is also hard to understand how the city of Leesburg could sell 15,710 gallons of water and waste water service for \$82.39 per month and this is at out of city limit rates. Fruitland Park does not have waste water treatment facilities yet but 14,000 gallons per month would only cost \$25.07. It is hard to understand why Aqua Utilities Florida has to have such high rates for its services

We are only 241 of 717 customers but we would like receive a letter explaining why you have taken what ever action that to take on this matter. I understand that you have probably received individual letters on this matter that may imply that people can live with the Interim Rates which from this information you can see that it is not possible to maintain our present state of lawn or general use with these rates.

The letter should be sent to the President of The Home Owners Association of Lakeside Terrace MHP at the following address.

Mrs. Barbara Spencer
 81 Lake Griffin Drive
 Fruitland Park, Florida 34731

Phone No. 352-787-1509

All values referring to gallons are in 1000gallon units marked (kg)

Present Water Service Charge	= \$10.09	UP-\$11.83	to \$21.92	UP-\$11.83
Water Gallon Rate (0-5kg)	= \$2.18/kg	UP-\$1.62	to \$3.80/kg	UP-\$1.62
(5-10kg)	= \$2.18/kg	UP-\$2.58	to \$4.76/kg	UP-\$2.58
Waste Water Service Charge	= \$16.94	UP-\$28.62	to \$45.26	UP-\$28.62
Waste Water Gallon Rate	= \$3.37/kg	UP-\$5.36	to \$8.73	UP-\$5.36
W.W. Gallon Max. Charge	= \$3.37*6kg = \$20.22			
W.W. Gallon Max. Charge	= \$8.73*6kg = \$52.38 (159%)	UP-\$32.16		

[REDACTED]

By the letter \$430,000 spent on improvements (\$600/customer) Approx. 717 customers
 Assume \$500,000/800 = \$625.00 per customer
 \$500,000/700 = \$714.29 per customer

Assume Average User uses 3,500 gallons per month			
Water Service Charge now and with raise	— \$10.09		\$21.92
Water Gallon Charge now and with raise	— \$7.63		\$13.30
Old Rate = \$2.18*3.5 = \$7.63	\$17.62	(\$17.50)	\$35.22
New Rate = \$3.80*3.5 = \$13.30			
W.W. Service Charge now and with raise	— \$16.64		\$45.26
W.W. Gallon Charge now and with raise	— \$11.80		\$30.56
Old Rate = \$3.37*3.5 = \$11.80	\$28.44	(\$47.38)	\$75.82
New Rate = \$8.73*3.5 = \$30.56			
Total Bill now and with raise	\$46.16	(\$64.88) 140%	\$111.04

[REDACTED]

At Fruitland Park rates 14,000 gallons would cost \$25.07 per month.

It is hard to believe that the business has run unprofitably for four years and suddenly needs the rate increases ask for. Why not ask for a surcharge to recover cost of state mandated improvements that stops when cost is recovered. The power and phone companies do it. Once the rates are raised we go on paying these high rates for ever as you never drop them back to near the present rates.

Base rates and gallon rates HAVE changed slowly from 2001 through 2008 about 1% at a time.

WE THE CUSTOMERS OF VALENCIA TERRACE WATER AND WASTE WATER DISTRICT WISH TO PROTEST THE RATE INCREASES BEING ASK FOR BY AQUA UTILITIES FLORIDA. BILLS ARE GOING TO JUMP NEARLY 140%		PLACE AN X IN THIS BOX IF A RESIDENT OF LAKESIDE TERRACE MOBILE HOME PARK
NAME	ADDRESS	PARK RESIDENT
1 Norman J. Wilson	2 Lakeview Dr	X
2 Helene Wilson	2 Lakeside Dr	X
3 Donald K Schalk	11 Clubhouse Drive	X
4 Guymon L Schalk	11 Clubhouse Drive	X
5 Clouise Melie	19 Lake Griffin Dr	X
6 Julian Ponsler	19 Lake Griffin Dr	X
7 Lou Hadden	62 Eden Dr.	X
8 Barbara A Forman	53 Lake Griffin Dr.	X
9 Arthur E. Forman	53 Lake Griffin Dr.	X
10 Charles E. Barcus	95 Lake Griffin Dr.	X
11 Nancy A. Barcus	95 Lake Griffin Dr.	X
12 John Waite	93 Lake Griffin Dr	X
13 Jim McEwen Sr	31 Lakewood Lane	X
14 Jim McEwen Jr	31 Lakewood Lane	X
15 Charlotte Spence	52 Lake Griffin Dr	X
16 Mrs Beattie	64 Wintergreen Dr.	X
17 Roger Budry	51 Eden Dr.	X
18 Rosemary Budry	51 Eden Dr.	X
19 Evelyn Hottel	61 Terrace Dr	X
20 Shelby Smith	3 Clubhouse Dr	X
21 Douglas Marzette	37 Lakewood Lane	X
22 Kathleen Walden	19 Sunrise Road	X
23 Sally Cannon	15 Lakeside Dr.	X
24 Ingrid Griffin	61 Wintergreen Dr	X
24 William Davidson	26 Lakewood Lane	X
26 Kathy Dickson	36 Lakewood Lane	X
27 Jerry Waldy	19 SUNRISE LANE	X
28 Mary Smith	48 EDEN DRIVE	X
29 FLORAN W. MASON	50 EDEN DR.	X
30 KRISTINE F. MASON	50 EDEN DR	X
31 Art E. Small	48 EDEN DR	X
32 Jane Hall	50 Eden Dr.	X
33 Fawn Adams	62 Wintergreen Dr	X
34 Mrs. J. C. Adams	62 Wintergreen Dr	X
35. Arthur Johnson	39 EDEN DR	X
36 Margaret Johnson	31 Lake Griffin Dr	X
37 Dorothy B. DeGroot	30 Lake Griffin Dr.	X
38 Lois Burgess	64 Wintergreen Dr	X
39 Deborah A. Porterfield	14 ISLAND VIEW S.	X
40 Robert Porterfield	14 ISLAND VIEW S.	X
41 Harold Davis	44 Lake Griffin Dr.	X
42 Wanda Melie	53 Eden Dr.	X
43 Margart Ansel	95 Wintergreen Dr	X
44 Robert Ansel	55 Wintergreen Dr	X
45 Joyce Boon	9 Lakeview Dr.	X
46 Thelma Mae Masley	87 Lake Griffin Dr	X
47 Raymond A. Masley	87 LAKE GRIFFIN DR	X
48 Raymond E. Phillips	47 Terrace Dr.	X
49 Guy Babcock	65 Eden Dr.	X
50 Betty Brunel	23 Eden Dr.	X

J

WE THE CUSTOMERS OF VALENTIA TERRACE WATER AND WASTE WATER DISTRICT WISH TO PROTEST THE RATE INCREASES BEING ASK FOR BY AQUA UTILITIES FLORIDA. BILLS ARE GOING TO JUMP NEARLY 140%		PLACE AN X IN THE BOX IF A RESIDENT OF LAKESIDE TERRACE MOBILE HOME PARK
NAME	ADDRESS	PARK RESIDENT
Robert E. Thomas	44 Wintergreen	X
1 Annette Phillips	47 Terrace Dr. - Fruitland Pl.	X
2 Carol Robinson	3 SUNRISE LN FRUITLAND PL.	X
3 Gary W. Galmon	3 SUNRISE LN FRUITLAND PL.	X
4 Richard Bird	19 Lakewood Lane	X
5 JANE + JANE BOUCH	4 SUNRISE LN, FRUITLAND PK	X
6 Karen Leena	65 Terrace Drive Fruitland Park	X
7 Dick & Judy Harrison	13 LAKE GRIFFIN DR. PK.	X
8 BRUCE & BIANCA HOLT	5 Clubhouse Dr.	X
9 Frank & Barbara Hamble	8 Allberry Rd.	X
10 Tom Manial	56 LAKE GRIFFIN DR.	X
11 William O'Brien	67 LAKE GRIFFIN DR.	X
12 Doug Rice Doug Rice	53 Wintergreen	X
13 Sue Rice Sue Rice	53 Wintergreen	X
14 BETTY SHAFER	21 DRIFTWOOD LN	X
15 Betty Baker	13 Hawthorne Ln	X
16 Albert Baker	13 Hawthorne Ln	X
17 MARY WALKER	2 SUNRISE LN	X
18 CAROL BOB ROY WAS	63 LAKEWOOD DR	X
19 BOB ROBE	20 LAKEVIEW L	X
20 Tom & Patricia Tomkowski	21 LAKEWOOD LAKE	X
21 Paul & Patricia Tomkowski	21 LAKEWOOD LAKE	X
22 Ronald Brantly	27 Lakewood Ln	X
23 Johnny Schwaner	32 DRIFTWOOD LN	X
24 David & Barbara	44 Eden Dr.	X
24 Dave & Barbara	44 Eden Dr.	X
26 Bill Cannon	15 Lakewood Dr.	X
27 Bill Smith	2 Hawthorne Ln	X
28	15 Hawthorne Ln	X
29 Rachel Miller	56 Driftwood Ln	X
30 Roger Tom	15 Hawthorne Ln	X
31	26 Driftwood Ln	X
32 Pat & Alan M. Butler	68 WINTERGREEN	X
33 MIKE WALKER	28 LAKEWOOD LANE	X
34 DEE WALKER	28 LAKEWOOD LANE	X
35 JACK LARNWOOD	34 SUNRISE LAKE	X
36 DYLIS LARNWOOD	34 SUNRISE LAKE	X
37 Robert Harriet Reeves	29 SUNRISE LANE	X
38 Phyllis Boyd	9 Sunrise Ln	X
39 Tammy Boyd	9 Sunrise Ln	X
40 Bernice Bremer		X
41		X
42 G. W. ...	47 Eden Dr.	X
43 AUDREY VANBENAN	55 EDEN DR.	X
44 KICK & BRENDA JINGLES	18 SUNRISE LA	X
45 Pat Woodson	38 Lakewood Dr.	X
46	" "	X
47 Hans Busch	64 WINTERGREEN DR	X
48 Lois Busch	64 WINTERGREEN DR	X
49 Michael Berru	65 Terrace Dr	X
50 RON LE MIEUX	32 LAKEWOOD LN	X

POM BOYLE Patsy Brewer
 BEV BURRIS
 many am Amelia (Lover)

Charles Henry 41 Lake Griffin
Glenora Henry 41 Lake Griffin ↓
Terrence Evans 25 Lake Griffin Dr Fruitland Park, FL
Donna J. Huber 43 Wintergreen Dr. Fruitland Park, FL
Ed Hebert 43 Wintergreen Dr. Fruitland Park, FL 34731
WILLIAM ALGOOD - William Allgood - 63 WINTERGREEN DR X
NANCY ALGOOD - Nancy Allgood - 63 WINTERGREEN DR X
PAT CLARK Pat Clark 65 WINTERGREEN DR X
Juetta Clark Juetta Clark 65 WINTERGREEN DR X
Mary Douglas Mary Douglas 49 Tenisee Dr X X
Anula Collo 50 Wintergreen Dr. Fruitland Park FL
CAROLE TRIMBOLI 54 Tenisee Dr
Gloria Hensel 1 Lake Griffin Dr
Victor Hensel 1 Lake Griffin Dr
Jeanne + Meredith Kals 13 Laurel V.S. Fruitland Park FL
Pat Derr 36 Lake Griffin Dr X
WAYNE WRIGHT 27 LAKE GRIFFIN DR X

WE THE CUSTOMERS OF VALENTIA TERRACE WATER AND WASTE WATER DISTRICT WISH TO PROTEST THE RATE INCREASES BEING ASK FOR BY AQUA UTILITIES FLORIDA. BILLS ARE GOING TO JUMP NEARLY 140%

PLACE AN X IN THE BOX IF A RESIDENT OF LAKESIDE TERRACE MOBILE HOME PARK

NAME	ADDRESS	PARK RESIDENT
1 Carl Wood	27 LAKE VIEW DR.	X
2 Nancy Wood	" " " "	X
3 Dorothy Thompson	64 EDEN DR.	X
4 Florence Jankowski	19 Driftwood Ln. Fruitland Park	X
5 Edward Jankowski	19 Driftwood Ln. Fruitland Park	X
6 Mike R. Kinnear	54 WINTERGREEN DR.	X
7 William E. Hill	61 WINTERBROOK DR	X
8 HAROLD SILENCE	52 LK GRIFFIN DR	X
9 JAMES GEHL	50 Eden dr	X
10 James H. & Vicki L. Burdin	33 Lakewood Lane	X
11 Jim & PAUL Thurman	32 Terrace Dr	X
12 Jim & Françoise Johnson	54 Lake Griffin Dr	X
13 Cheryl Bishop	34 Oakland View A)	X
14 Mark O'Neil & The Phillips	10 Driftwood LN	X
15 Dolores Serdar	12 Clubhouse Dr	X
16 Isob Serdar	12 Clubhouse Dr	X
17 AL WENZEL	2 " " "	X
18 Charles Powell	11 Lakeview Dr.	X
19 Pauline Yowell	1 " " "	X
20 Rich & KATE Boile	# 60 Lenox	X
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WE THE CUSTOMERS OF VALENTIA TERRACE WATER AND WASTE WATER DISTRICT WISH TO PROTEST THE RATE INCREASES BEING ASK FOR BY AQUA UTILITIES FLORIDA. BILLS ARE GOING TO JUMP NEARLY 140%		PLACE AN X IN THE BOX IF A RESIDENT OF LAKESIDE TERRACE MOBILE HOME PARK
NAME	ADDRESS	PARK RESIDENT
1 Shirley Hassom	6 Lakewood Drive	X
2 Fred Hassom	6 Lakewood Drive	X
3 Norma Judson	4 Clubhouse Drive	X
4 Robert + Barbara Spencer	81 Lake Griffin Dr	X
5		
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To whom it may concern,

080121

RECEIVED-FPSC

08 NOV 24 AM 8:47

COMMISSION
SECRETARY

It would seem to me that
Coral Utilities was acquired & so that they
could raise rates beyond reason. Surely
they were aware that that would be repairs
to be made as time went on. They didn't really
care. They got the water company and have
asked for several raises since they acquired it.

The public service commission should
deny their claim. I am 83 years old and have
never had a water bill as high as they are
asking for.

Our only protection against this
going is the Florida Public Service Commission.
Please take a stand against these people who
are only really interested in is profit.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 080121-08		
DISTRIBUTION: ECR/UA		

Respectfully

Charles Matthew

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08 NOV 24 AM 8:40

COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 080121-WS
DISTRIBUTION: ECA/IGC

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Fl 32399-0850

November 7, 2008

Re Docket # 080121-WS

Dear Sirs, Madames:

FPSC, CLK - CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input type="checkbox"/> Consumer
DOCUMENT NO.
DISTR:

At the November 4, 2008 meeting of the Lakeside Terrace Social Club, residents of the Park expressed their concern about the increase in water rates proposed to the Public Service Commission by Aqua Utilities Florida, Inc.

The application (Docket # 080121-WS) demands a 117.2% increase in the cost of the basic residential rate and per kg. rate increase for usage (0-5kg) of \$2.18per kg to \$3.80 per kg – an increase of 72.4%. The average cost per household will increase from \$46.16 to \$111.04 per month – a 140% increase representing an additional cost per year of \$778.56 per family.

Aqua Utilities Florida, Inc. is part of a national company that spans this country. They justify this demand by their investment of \$430,000 on improvements to the wastewater treatment facility and infrastructure. According to research done by a number of residents, the \$430,000 would be more than recovered at these rates within the first year. There is no evidence that these recovery costs would be limited to a one-year-only surcharge – we will be required to pay this rate year-after-year.

It is vital that the Public Service Commission understand the impact of these increases to the nearly 500 residents of our Park. Most of us are retirees living on fixed incomes. Many of us have lost substantial amounts of savings due the upheaval in the economy – we still have no idea of the effect on our pensions. Costs for gas, food, fuel, medical expenses and services have shot through the roof.

The worry of “which shall I buy this month – food or medicine” is not a cliché. It has become more stressful each month for all of us.

We are entering the holiday season and we have already heard disturbing news from the Social Agencies of huge increases in applications for rescue and huge decreases in donations.

This huge national firm is greedy! Please ensure that you give very serious thought to any increases over and above the interim rate increases you imposed. You cannot deprive the residents of our park the necessities of life to satisfy the greed of this company.

*Charles Matthews
79 Lake Nuffin Rd
Fruitland Park, Fla
34731*

080121

FPSC, Docket No. 080121-WS
 Adm Late Filed Exhibit 193
DOCU Page 243 of 562
DISTR

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

Aqua Utilities Florida, Inc.

DOCKET NO. 080369 WS

RECEIVED-FF
08 NOV 24 AM 8:44
COMMISSION
CLERK

Name Darlene J. Anderson Callison
Address 110 - Palm Trail
East Palatka FL 32131-4185

If you want to let the Public Service Commission know how you feel about this case,
you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

It is our opinion that a rate increase at this time is the wrong time to accept an increase in any utility. With the country in a shamble with people losing their homes & jobs we should be expecting a decrease.

It seems that stockholders should be happy with their present returns on their investments.

Time will tell whether we have made the right decision in our political choices and our country will prosper in the coming year or years. We all hope to prosper.

Sincerely
Darlene J. Anderson Callison

Fold and tape - see back for address

080121

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

08 NOV 24 AM 8:44
COMMISSION
CLERK

Aqua Utilities Florida Inc.

Docket No. 060368-WS

Name: Richard Schauland
Address: 109 Orange Drive (Palm Port)
East Palatka, FL 32131

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02419-08		
DISTRIBUTION: ECR, GCL		

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

Consumer Comments

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

According to Business Wire dated 11/05/2008, Aqua America, Inc. reported net income for the quarter ending September 30, 2008, increased 20% over the same quarter in 2007. This is \$0.26 per share earnings compared to \$0.22 in the same quarter of 2007. Also, the board voted to increase quarterly dividends by 8% to share holders payable December 1, 2008.

Aqua America is truly a well managed company increasing earnings year after year, even in this present economic downturn. This company's request to increase this small subdivision's rate by 74% to produce and treat water appears to be inflationary, and motivated by greed.

I respectfully request that you deny this increase as requested by Aqua Utilities Florida.

Sincerely,


Richard E. Schauland

080121

FPSC, CI Page 245 of 562
<input type="checkbox"/> Admini
DOCUM.
DISTRIBUTION: <u>ECB, GLL</u>

8-15-2008

The following residents of Sunny Hills who are in the franchised area of Aqua Utilities are opposed to the proposed current rate increase being implemented by Aqua Utilities.

1. Even after surrounding areas have increased their water and sewer rates they are still less than our current rates.
2. The quality of product is not as good as it should be often leaving discoloration in plumbing fixtures and washed clothes.
3. The rates that are proposed are for 5,000 gallons of usage which could adequately serve a conservative retired couple. A young family of 4 would easily double this usage. Neither demographic group could easily afford these drastic increases.
4. A water well in this area costs about \$3,000. About 25% of the current residents draw their potable water from this source rather than from the system. This means as prices continue to climb more customers will look to getting off the system which forces fewer people to pay the cost. Until everyone is in compliance with deed restrictions increased prices will not even accomplish much if more people get off the system.


*Final signatures from Sunny Hills
to add to the rest & present
at the hearings 12/8-11*

*Respectfully submitted
Diane Vitale, Secretary
Sunny Hills Civic & Improvement
Assoc.*

RECEIVED--FPSC

08 NOV 24 AM 8:44

COMMISSION
CLERK

	Ms. Diane F. Vitale 1685 Ross Ct Chipley, FL 32428-2809
---	---

Signature

Address

Eddie L. Smith

2010 Shenandoah Blvd

Mary A. Smith

" " " " "

Calis Smith

2026 Shenandoah Blvd.

David Smith

2026 Shenandoah Blvd.

Vitas (Dedina)

4121 LINWOOD DR.

Sam Dromy

4117 LINWOOD DR.

Julio Nakas

4083 Linwood Dr. S.H.

Alquidas Nakas

" " "

Jarina Sadauskas

OLGA M. MARCYAN

4036 LINWOOD DR S.H.

ONA PELECKIS

³⁰¹⁸
~~2018~~ AMBASSADOR CT. SM,

RE

08 NOV 24 AM 8:43

COMMISSION
CLERK

November 21, 2008

Docket Number Assigned: D. No. 080121-WS

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

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>02419-08</u>		
DISTRIBUTION: <u>ECR, bll</u>		

To Whom It May Concern:

I am a resident of Jasmine Lakes in Port Richey Florida. We have Aqua Utilities Florida, Inc. supplying water and wastewater facilities. I understand they are looking to increase their rates in Pasco County. The increases that they are requesting seem to be rather large considering the economy and the effect this increase will have on senior citizens, like myself, who are on fixed incomes.

The proposed water increase from \$9.42 to \$21.92 is over double what we are now paying. The wastewater increase from \$11.17 to \$45.26 is even greater, over four times the current rate. That seems excessive.

Please consider what a hardship this will have on many people at a time when our country is heading into a depression and many people are losing their jobs. It is a time when we all have to tighten our belts and maybe Aqua should look at ways to conserve and lower expenses.

I realize that the utility would like to recover costs that they spent, but they should do it gradually, not all at once. Once they get an increase, I doubt the rates will ever go down. They will just be getting higher and higher. When will it all end.

Thank you for your consideration.

Yours truly,



Wanda Ramm
10612 Raffia Dr.
Port Richey, Florida 34668

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

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

RECEIVED-FPSC
08 NOV 24 AM 8:43
COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 080121-WS
DISTRIBUTION: ECK, LCC

Name Carol King
Address 141 Cypress Drive
East Palatka, FL 32131

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

CONSUMER COMMENTS
When will these increases stop? My water bill was \$180 last month for 2 people. I do not water the lawn with it either. I can't drink the water. I tried to take a pill with water from the faucet. I smelled so strong of chlorine it was as if I had my nose stuck to a chlorine bottle. Bottled water is all I will drink.
If this rate increases I will "definitely" have to move. I will no longer be able to afford to live in Palm Port. How can anyone afford these rates on a FIXED income? I would have never bought in Palm Port if I had any idea of the expensive water. I do not live on the river but my annual taxes are \$4461. Public water & power is going in now in Putnam Co. Blvd. & homes that are only about \$40,000 in value.

They certainly don't pay high taxes or BIG UTILITY BILLS!
Fold and tape -- see back for address

15 November 2008

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

Ref Docket No 060368-WS

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02419-08		
DISTRIBUTION: ECB, GCL		

Dear Sir or Madam:

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

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

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

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

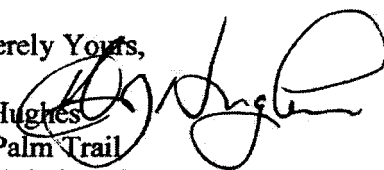
This company request this small subdivision pay an increase for the production and treatment of water of 74% and I see this as an inflationary totally motivated by unwarranted greed.

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

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

Sincerely Yours,

H J Hughes
132 Palm Trail
East Palatka, Fl



Application for a rate increase in Alachua, Brevard, DeSoto, Highlands, Lake,
Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washin,

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

RECEIVED-PPSC
08 NOV 24 AM 8:42
COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 024/9-08
DISTRIBUTION: ECR, BU

Name Romayne & George Koerner
 Address 4619 Windy Lane
Zephyrhills Florida

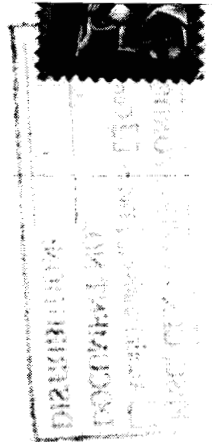
If you want to let the Public Service Commission know how you feel about this case,
 you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809.
 Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS	
We come from a home in Pennsylvania	
We have a drilled well - We paid for it once	
for our unlimited amount of water	
This water rate is enormous to us -	
and now we are being ask for a rate increase	
We do not think it is proper (Shame on Someone)	
We here in are Park are conservative -	
But now I hear of people - Only flushing the	
toilet once - or twice a day - It is not	
healthy or safe Consider the age of most of these	
residents on a fixed income Only to take a Bath	
once a week. Give us a Break -	
Do Not allow for Rate increase	

Fold and tape - see back for address

21 NOV 2008 PM

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



Fold Here

Tape

Fold Here

Application for a rate increase in Alachua, Brevard, DeSoto, Highlands, Lake, Lee, Marion, Orange, LD-FPSC
Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

NOV 24 AM 8:41

COMMISSION
CLERK

U.S. CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 080121-08
DISTRIBUTION: ECR, 6/1

Name Kenn & Donna Richards
Address 35048 Zephyr Shores Drive
Zephyrhills, FL 33541

If you want to let the Public Service Commission know how you feel about this case, you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

The water provided by Aqua Utilities is undrinkable and not fit for use in cooking or anything that requires this water to go in the mouth. We not only pay what is already an exorbitant amount for water, we have to purchase bottled water for drinking, cooking etc.

Until Aqua Utilities provides water that is fit for human use they should not be granted any increase. The money they currently receive is obviously not being used to improve water quality. Perhaps an investigation into where the money is going (i.e. corporate salaries, etc) is in order.

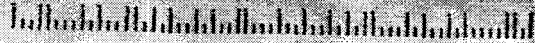
To grant an increase, especially the increase A.U. is requesting would be a travesty. Please consider this in your decision.

Fold and tape - see back for address

K. Richards
35048 Zephyr Shores Dr.
Zephyrhills, FL 33541

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

3239990850 0001



Fold Here

Tape

Fold Here

Docket # Aqua Ut
080121-W

Dear Public Representative,

NOV 24 AM 8:40
COMMISSION
CLERK

“The People” that you represent need your attention
and help desperately!

Please review Aqua Utilities Inc..

The bottom line is that water is a necessity, profit must
be minimal.

FACT: Nothing on this planet can live without water.

Water must be **affordable** to ALL.

Our “Public Representative” must not lose touch with
the foundation “We the People”.

WATER IS A NECESSITY NOT A COMMODITY.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02419-08		
DISTRIBUTION: ECR, GCU		

Wastewater
Doubled!

	Current Rates	Commission Approved Interim Rates	Utility Proposed Final Rates
Residential			
All meter sizes	\$22.47	\$22.47	\$45.26
Gallorage cap (gallons)	6,000	6,000	6,000
Gallorage Charge per 1,000 gallons	\$8.18	\$8.18	\$8.73
Residential Wastewater Only - Flat	\$56.16	\$56.16	\$112.65
Commercial			
5/8" X 3/4"	\$22.47	\$22.47	\$45.26
3/4"	\$33.72	\$33.72	\$67.89
1"	\$56.18	\$56.18	\$113.14
1-1/2"	\$112.35	\$112.35	\$226.29
2"	\$180.59	\$180.59	\$362.06
3"	\$359.52	\$359.52	\$724.12
4"	\$561.77	\$561.77	\$1,131.44
6"	\$1,123.54	\$1,123.54	\$2,262.89
8"	\$1,797.67	\$1,797.67	\$3,620.62
10"	\$2,584.15	\$2,584.15	\$5,204.65
Gallorage charge	\$9.80	\$9.80	\$10.48

The Utility has requested a change in its Service Availability Charges (to include a change in its Allowance for Funds Prudently Invested charges for certain systems) as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 080121-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

The Utility has requested a change in its Allowance for Funds Prudently Invested (AFPI) Charges as part of its rate request. The Commission will be reviewing the Utility's AFPI Charges in the pending case under Docket No. 080121-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Office of Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850 and should identify the Docket Number assigned to the proceeding (D. No. 080121-WS). Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.

5. Special Agenda/Revenue Requirements	Jan. 30, 2009
6. Staff Recommendation/Rates	Feb. 11, 2009
7. Agenda/Rates	Feb. 19, 2009
8. Final Order	Mar. 3, 2009
	Mar. 23, 2009

Listed below are the Utility's present and interim rates and proposed final water and wastewater rates, based on monthly billing. Pursuant to Order No. PSC-08-0534-FOF-WS, issued August 18, 2008, the Public Service Commission approved the interim rates reflected in the rates schedule below. The approved interim rates were effective on August 27, 2008.

Chuluota - Water

Residential & Commercial	Current Rates	Commission Approved Interim Rates	Utility Proposed Final Rates
5/8" X 3/4"	\$10.45	\$10.45	\$21.92
3/4"	\$15.69	\$15.69	\$32.89
1"	\$26.14	\$26.14	\$54.81
1-1/2"	\$52.29	\$52.29	\$109.62
2"	\$83.68	\$83.68	\$175.39
3"	\$167.35	\$167.35	\$350.79
4"	\$261.48	\$261.48	\$548.10
6"	\$522.97	\$522.97	\$1,096.21
8"	\$836.75	\$836.75	\$1,753.93
10"	\$1,202.84	\$1,202.84	\$2,521.28
Gallage - Residential			
Block 1, 0-5,000	\$3.97	\$3.97	\$3.80
Block 2, 5,001-10,000	\$3.97	\$3.97	\$4.76
Block 3, >10,000	\$3.97	\$3.97	\$4.76
Gallage - Commercial	\$3.97	\$3.97	\$3.80
Fire Protection			
2"	\$6.98	\$6.98	\$14.62
3"	\$13.95	\$13.95	\$29.23
4"	\$21.79	\$21.79	\$45.68
6"	\$43.58	\$43.58	\$91.35
8"	\$69.72	\$69.72	\$146.16
10"	\$100.23	\$100.23	\$210.11

Water Doubled

Chuluota - Wastewater

Petition to stop proposed water increase by Aqua Utilities Florida Inc.

To: Office of Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Blvd.
 Tallahassee, FL 32399-0850 Docket No. 080121-WS

"We the people" cannot and absolutely should not, pay higher water prices. The increase is outrageous, and hugely gross. The Florida "PUBLIC SERVICE" Commission assignees must protect "the people".

WATER IS A NECESSITY, NOT A COMMODITY.

No life form can live, survive without water.

Name	Address	Date
Susan Mortenson	430 East 5th St Chuluota 32766	10/29/08
Hina Carroll	450 E 6th St. Chuluota 32766	10/28/08
Kimberly Young	315 E Foster Lane Chuluota 32766	10/28/08
Barbara Smith	795 Fantasy Lane Chuluota 32766	10/28/08
Adrian Gulcher	795 Fantasy Lane Chuluota 32766	10/28/08
Chula Chang	655 Lake Dr. Chuluota 32766	10/28/08
Inglor Steffen	285 W 2nd Chuluota 32766	10-28-08
Haron Hateras	135 E. 8th St Chuluota 32766	10/28-08
Ed Jones	431 E. 3rd St CHULUOTA 32766	10/28/08
Hawna Schaefer	341 E. 5th St. Chuluota 32766	10-28-08
Greg Johns	341 E. 5th St. Chuluota 32766	10-28-08
Aebaza Locke	51 E. 2nd St. Chuluota 32766	10-28-08
Heany Block	286 W. 2nd St Chuluota 32766	10/28-08
A Kelly	Chuluota	10-28-08
Jay Rivera	341 Center St Chuluota 32766	10-28-08
in Chris	1795 Blumby Rd Chuluota 321	4/06/33
Therli M	957 Ponytail Palmetto Orceade 32765	10-28-08
Andrea Bullock	120 E 1st St Chuluota 32766	10-28-08
W. Kelem	125 E 10th St CHULUOTA 32766	10-28-08

NAME	ADDRESS	Date
1 Allison Nicolls	2622 PICKETT POORS DR	10-28-08
2 David Marshall		
2 Diane Janny	79 E 2 nd St	10-28-08
3 RONALD FRUCHEY	150 E SNO. ST CHULUOTA 32766	10-28-08
4 MIKAELA MAENSIVU	520 N BELFAST PL	10/28/08
5 Tracy Smith	3 E 3 rd Ct. Chuluota, FL 32766	10/28/08
5 Diane	31 E 3 rd Ct, Chuluota FL 32766	10/28/08
7 Judith Moll	900 Emerald Dr. Chuluota FL 32766	10-28-08
8 Terry Guthrie	130 W 8 th Street Chuluota FL 32766	10/28/08
9 Christina Bearden	1020 S. BELFAST A. Chuluota FL 32766	
10 Nancy M. Farmer	821 Nocturne Dr Chuluota 32766	
11 Kim Bennett	141 3rd Ct Chuluota 32766	10/29/08
12 Marilyn Criggs	450 - E 4 th Chuluota - 32766 -	10/29-08
3 Adam Smith	600 Ave E Chuluota	10/29-08
1 Charles P Herende	114 West 7 th St Chuluota	10-29-08
Shaneen York	607 S. County Rd ⁴¹⁹ Chuluota	10/29/08
Al Lewis	607 S. County Rd 419 Chuluota	10/29/08
Anderson	470 E 5 th St Chuluota	10/29/08
David Buck Jacobs	311 east 5th Street Chuluota FL	10/29/08
Crystal Stevens	301 Ave C Chuluota FL	11/3/08

NAME	ADDRESS	Date
Jhannon Olliff	815 Mazanka Dr. Chuluota 32706	10-29-08
JARRY MAXWELL	130 Nond Court 32766	10-29-08
Tracy Bertrand	138 Overlook Dr 32766	10-29-08
KELLY BERTRAND	22495 OVERLOOK DR	10-29-08
Judy Brown	960 E 5th St	10-29-08
Jack L. Wells	510 E. 5 th St.	10-29-08
Corad. Wells		
Carol Wells	550 E. 4th St.	10-29-08
Johnny Wells	550 E. 4th St.	10-29-08
Jay Probst	361 E. 4th	10-29-08
Devl Hamilton	211 E 7th ST	10-29-08
Russell Sweeney	225 W. 7th St	10/29/08
Paul Ham	1452 Sultan	10/29/08
Shelby Harris	1452 Sultan	10/29/08
Brian	1410 SCR 419	10/29/08
Trissa Kelly	254 6 th St.	10/29/08
Kim Powers	111 W 5 th St	10/29/08
Roy Wells	550 East 4th St Chuluota	10/29/08
Eah Ferguson	290 W. 4th Street	10/29/08
Rmie Lima	290 W. 4th Street	10/29/08
Robert Ferguson	290 W. 4th Street	10/29/08

NAME	ADDRESS	Date
61 Joelene Brummond	21 1st St. E.	10/28/08
62 AIAN Brummond	21 1st St E.	10/28/08
3 Bonny PARKER	350 5th St. E	10/28/08
4 Jeff Parker	350 5th St. E	10/28/08
5 Anne Ashby	132 Big Oak Bend	10/29/08
6 Mike Odell	805 Melody Dr	10/29/08
7 Katie Odell	805 Melody Dr	10/29/08
8 Kenneth Adams	421 Ave E	10/29/08
9 Kelly Mcleland	471 E. 3rd st	10/29/08
10 WA/WE Dunford	711 TROPICAL AVE	10/30/08
11 Laura McMahon	840 Nocturne Dr	10/30/08
12 Rose Clemens	138 E 9th St.	10/30/08
13 Ginger Willis	561 E. 5th St.	10/30/08
Teresa M Faxon	1101 TROPICAL AVE	10/30/08
14 Melissa May	171 1st	10/30/08
15	285 AVE E	10/30/08
Lancy Evans	319 Velvetan Pl	10/30/08
16 Kristin Odenwits	741 LAKE DR.	10/30/08
Jessure Hutchins	50 E. 2nd St	10/30/08
17 Peggy Hyblum	451 E 5th St	10/20/08
Danielle Hyblum	451 E 5th St	10/30/08

NAME	ADDRESS	Date
DAVID MILLER	951 POINSETTA, CHULUOTA	10/30/08
BRIAN TWILLEY	410 East 2nd St Chuluota	10/30/08
JAMES Herold	130 East 9th St Chuluota	10/30/08
emifer Reid	510 E 4th St Chuluota, FL 32765	10/30/08
Michelle Barza	201 Ave C, Chuluota FL 32765	10/30/08
Jattie Rivera	341 Center St Chuluota, FL 32766	10/30/08
Ryan Clemens	138 E 9th Street Chuluota FL 32766	10/30/08
Derek Leon	441 E 4th St Chuluota FL 32766	10/30/08
Tracy Osgood	201 E 7 St Chuluota FL 32766	10-31-08
Kelly Line	201 W 2nd St Chuluota FL	10/31/08
NOLAN	945 S. C.R. 419 CHULUOTA	10/31/08
RICK NOLAN	" " " " " "	" " " " " "
BOONSCPEGRA	1/2 of 671 Mills Creed Rd Chuluota	10-31-08
STANLEY STEVENS	377 RIVERWOODS TRAIL CHULUOTA	10-31-08
Stage 8	4044 Chuluota Orange	10-31-08
Tracy Selly		
Luzette Jackson-King	321 E. 6th Chuluota	10/31/08
Richard Shogren	341 2nd St. Chuluota	10/31/08
Miranda Montgene	925 Mimosa Dr. Chuluota	10/31/08
A Dawn Montgomery	925 Mimosa Dr. Chuluota	10/31/08
Beatrice Strubbs	331 E 3rd St Chuluota	10/31/08
Jana Rezleski	815 FANTASY LA Chuluota	10/31/08
Amanda Giminez	60 east 1st stn. chuluota	10/31/08

NAME	ADDRESS	Date
15 Thomas Lumpkins	60E 1 st Chuluota FL 32766	
Thomas Hildebrandt	501 E 4 th St Chuluota 32766	10-31-08
LORNA Hildebrandt	501 E 4 th St Chuluota 32766	10-31-08
McC Rawmond	200 E 2 nd Chuluota 32766	10-1-08
Chris Oltorf	815 MAZERKA 32766	11-1-08
Kelli Whittier	120 3rd Court 32766	11-1-08
Lance Smith	4643 Chuluota Rd 32766	11-1-08
2 Matt Thomas	807 mazerka dr. 32766	11-1-08
3 Wendy Dirk	308 Hibiscus St 32766	11-1-08
4 Marcus Dirk	308 Hibiscus St 32766	11-1-08
Marsha Phelps	817 Nocturne Dr 32766	11-1-08
Tony Lovel	321 E. 2nd St 32766	11-1-08
Robby Adams	51 E 3rd Court	11/1/08
MERLE GORE	341 E 6th St Chuluota	11/1/08
Donald Barber	60 THIRD COURT CHULUOTA	11/2/08
Larry Greiner	929 Pinsettia Dr Chuluota	11-2-08
Timothy Bennett	141 3rd Court chuluota 32766	11/2/08
JASON CRAIG	353 Lakemills Ave Chuluota	11/2/08
(Dog got cancer)	Anybody else call 321-228-9787	
Christen Pich	170 E 2 nd St Chuluota	11-2-08

NAME	ADDRESS	Date
s Janice Wendler	401 S. Noel CT Chuluota FL 32766	11/2/08
f Rick Gilgins	40 2ND ST Chuluota 32766	11/2/08
7 Kitty Kile	540 E. 2nd St. Chuluota, FL 32764	11/2/08
p Charles Kile	540 E. 2nd St. Chuluota, FL 32764	11/2/08
9 Lobby Solomon	828 Nocturne DR 32766	11/2/08
2 Len Hughes	370 E. 2nd St. Chuluota, FL 32766	11/2/08
3 Cameron (Hughes)	Chuluota, FL 32766	11/2/08
Norman Hummel	338 VETERAN PL. CHULUOTA, FL 32766	11/2/08
4 Am Hummel	338 VETERAN PL. CHULUOTA, FL 32766	11/2/08
Radonna Jacobs	311 E. 5th St. Chuluota, FL 32766	11/3/08
Samantha Stevens	311 E. 5th St. Chuluota, FL 32766	11/3/08
Shawn Jeffers	251 AVE. E Chuluota, FL 32766	11/3/08
Stefan Perry	134 E 9th St Chuluota, FL 32766	11/3/08
Bill Merkel	790 Millshore Drive Chuluota FL 32766	11/3/08
Teri Laselle	211 7th St	11/3/08

NAME	ADDRESS	Date
10 Anthony Piccirullo	50 E. 3rd Ct	11-3-08
11 April Lawrence	140 E. 7th St.	11-3-08
7. Williams	1856 2ND AVE.	11-4-08
3. Kutt Lynn	521 Center St	11-4-08
4. James L. Jackson	421 E. 5th St	11-4-08
Mike Murphy	331 E 5th St	11-4-08
Amanda Weishaup	300 E. 4th St.	11-4-08
WPT Jane	521 E 4th St.	11-4-08
Loreta Lufemina	411 E 5th St	11-6-08
8. Peter Quail	200 No Belfast Pl.	11-6-08
9. FREDERICK J CORBATT	118 E 8 ST	11 6 08
2. KATHERIN CORBATT	118 E 8 ST	11 6 08
1. Diana Angel	430 E. 3RD	11-6-08
Kelly Bisco	935 Poinsettia Dr.	11-07-08
3. Linda Wehagen	150 Fir St	11/7/8
Everett Buleson	306 Ave E	
Joey Slayton	430 E 2nd St.	11-7-08
Ashley Dolinski	411 E 4th St	11-7-08
Wesley Dolinski	411 E 4th St	11-7-08

NAME	ADDRESS	Date
<i>Ordi Orace</i>	<i>520 E. 4th</i>	<i>11-10-08</i>
<i>Richard HAE</i>	<i>140 E-8th</i>	<i>11-10-08</i>
<i>Adm [Signature]</i>	<i>1411 Circle Ln</i>	<i>11-10-08</i>
<i>Judith Cote</i>	<i>301 E. 2nd St</i>	<i>11-10-08</i>
<i>Samuel Loselles</i>	<i>816 Nocturne Dr.</i>	<i>11-11-08</i>

Petition to stop proposed water increase by Aqua Utilities Florida Inc.

To: Office of Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Blvd.
 Tallahassee, FL 32399-0850 Docket No. 080121-WS

"We the people" cannot and absolutely should not, pay higher water prices. The increase is outrageous, and hugely gross. The Florida "PUBLIC SERVICE" Commission assignees must protect "the people".

WATER IS A NECESSITY, NOT A COMMODITY.

No life form can live, survive without water.

1. Name Yethy Bialy Address 181 Langford Drive Date 10/28/08
2. STAN - N. SHAW Apt. R.R. 419, CHULUOTA - FL 32766 10/28/08
3. Angela Roberts 174 E. 4th St. 10-29-08
4. Kurt Schumann 571 E 4th 10-28-08
5. KL 40 2ND ST 10-28-08
6. Ronda Dufrenoy 115 Langford 10-28-08
7. Ray 115 Langford 10-28-08
8. Ryan R 70 e. 1st chulota, FL 10-28-08
9. Ronald G Reese II 70 e 1st 10-28-08
10. Ronald G. Reese SR 70 e 1st 10-28-08
11. Rudy Hege 209 Jacobs Tr 10-28-08
12. Charles Chulota 71 10-28-08
13. Diz Veinon 301 AVE E B Way 10-28-08
14. [Signature] 530 E. 2nd St. 10-28-08
15. [Signature] 110 3rd court 10/28/08
16. Joelene Brummond 21 1st St. East 10/28/08
17. ALAN Brummond 21 1st St. East 10/28/08
18. MARK PICK 201 E. 1st 10-28-08
19. Cheresa M James 110 E 1st 10-28-08
20. [Signature] 343 VELVETERN PLACE 10/28/08

NAME	ADDRESS	Date
1. Joe Weiskaupt	300 East 4 th Street adjacent to FI 32746	10/28/08
1. William King	351 E 6th Street adjacent to FI 32746	10-28-08
Albert Clarence Bulls IV	315-B Foster Cove	28 October 2008
James Albritton	155 W 10th	10/28/08
Wade & Janice Lane	521 E 4th St.	10/28/08
Mamie LaFlamme	170 W. 4th St.	10/28/08
STIRK W. Slegel	819 MAZURKA DR.	10/29/08
Walter Yezzeroff	366 Osprey Lakes Cr	10/29/08
Walter E. Marsh	31 East First St	10/29/08
Michelle Saigant	965 S. CR 419	10/29/08
1. Dan MacDermott	148 8th Cr.	10/29/08
1. HARRY SERAFIN	1921 ECLIPSE Pl.	10-29-08
2. Russell J. Yang	461 E 5 th St	10-29-08
3. Tim Asbury	340 E 1 st St	10/28/08
4. Michael S. Dannon	441 3-3rd St	10/29/08
MARY Howard	108 E 8 th St	10/29/08
Scott Pinski	853 Rich Dr	10/29/08
Brandon Clayton	321 2 nd St	10/29/08
Donna	280 Chemunaw	10/28/08
Sue M. Lane	344 South county Road 419	10/30/2008

NAME	ADDRESS	Date
10 Dave Mackey	300 E 1 st Street	10/30/08
11 Scott Chinchuan	672 Osprey Lakes Cir	10/31/08
Darryl Wade	1117 Bennean Ave Christmas	10/31/08
12 [unclear]	21 3rd ct	
4 [unclear]	Chulucota	10/31/08
15 Mike Miller	Chulucota	10/31/08
16 Dennis Ave	Chulucota	10/31-08
17 Irene Smith	Keweenaw Circle	10/31/08
18 Art Pope	290 ave C	10/31/08
	323 Foster	
2 Lisa Welling	30 E. 3rd court	10/31/08
4 [unclear]	321 - E. 1 st ST	10/31/08
John Casey	261 E 1 st St.	10/31/08
Richard Russell	401 Empress Ln.	10/31/08
Lynthia Richardson	749 Lake Dr	11-1-08
[unclear]	231 E. 2nd ST	11-2-08
[unclear]	2095 [unclear] Dr.	11-2-08
[unclear]	200 [unclear]	11-2-08
[unclear]	301 Ave. E	11-3-08
[unclear]	316 W 14th St	11-3-08
[unclear]	Chulucota	11/3/08
[unclear]	515 Granite Cir	11/4/08

NAME	ADDRESS	Date
1. Ashleigh Newick	270 E. 5th St. Chuluota	11-4-08
2. Cynthia Castro	151 Stewers Ave. Chuluota	11-4-08
3. Nicole Smith	260 W 4th St Chuluota	11.5.08
4. Marion	128 W - 96 St	11/5/08
5. Angie Todd	225 W. 2nd St. Chuluota	11/5/08
John	1413 TWENTY RIVERS DR	11/6/08
Jean Stoddard	250 W 11th STREET	11/6/08
Shirley B. Hayes	235 W 3rd Street	11/5/08
Tim Compton	2844 Kimberly Dr	
Ray Ray Woodwine	Chuluota, FL	11-6-08
Jeff Pen A	Chuluota FL	11-6-08
	2435 Sadler Ln	11-8-08

RECEIVED-FF

08 NOV 24 AM 8:32

COMMISSION
CLERK

21 November 2008

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

Ref Docket No 060368-WS

Dear Sir of Madam:

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>02419-08</u>		
DISTRIBUTION: <u>ECR/GCL</u>		

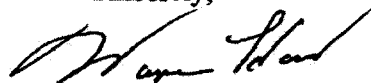
For the past forty-five years I have lived and owned homes in Jackson, MS., Birmingham, AL., Jacksonville, FL., and Los Angeles, CA.. In that period of time I have never had water/sewer charges that compared with Aqua Utilities Florida rates in Palm Port Subdivision in East Palatka. I make this claim based on the total water/sewer costs as a percent of total household operation cost. It appears Aqua Utilities is continuing to make substantial profits by securing rate increases from their customers. An analysis of my own water/sewer costs shows the following:

<u>Nov. 2007 Bill</u>	<u>Nov. 2008 Bill</u>	<u>% Change</u>
Water Base Facility charge \$12.57 Costs per gallon @0.00443	Water Base Facility \$14.81 Costs per gal. @ 0.00522	17.8% 17.8%
Sewer Base Facility charge \$20.28 Costs per gallon @ 0.00826	Sewer Base Facility \$29.28 Costs per gal. @ 0.01193	44.3% 44.4%

I have been told that Aqua Utilities is seeking another rate increase to the Palm Port Subdivision of 74% at a hearing before the Florida Public Service Commission on December 8, 2008. I can tell you that the people of this community are counting on the commission to not allow this greed to continue with Aqua Utilities. If Aqua Utilities is talking about recovering investments, we see no investments in Palm Port or anything different from the way it has always been (unjustified high rates).

Please do the right thing during this very difficult time.

Sincerely,



F. Wayne Hart
139 Palm Trail
East Palatka, FL 32131

REC

November 21, 2008

08 NOV 24 AM 8:32

COMMISSION
CLERK

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RE: Docket # 080121-WS
Aqua Utilities Florida, Inc.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>0249-08</u>		
DISTRIBUTION: <u>ECR, BCL</u>		

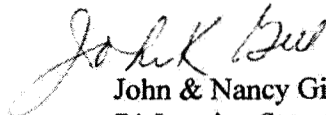
Dear Sirs,

I am writing expressing concern for the unusually large increase in rates requested by Aqua Utilities in the Lake Placid area.

We live in a senior community (over 55 yrs) with an average of 2 persons per household.

I feel each business should be profitable, but not to the degree of increase requested especially in these economic times.

Thank you for your consideration,



John & Nancy Gill
74 Jasmine Street
Lake Placid, FL 33852

RECEIVED-FPSC

08 NOV 24 AM 8:30

COMMISSION
CLERK

November 20, 2008

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

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>02419-08</u>		
DISTRIBUTION: <u>ECR, BCL</u>		

Docket No. 080121-WS (also No. 060368-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 by Aqua Utilities Florida, Inc.

Aqua Utilities Florida is the provider of water and wastewater services to the Palm Port subdivision, located in eastern Putnam County, Florida. The company has applied to the Public Service Commission (PSC) for a rate increase in both water and wastewater utility services. I own a home in the Palm Port subdivision.

Currently, I pay about \$150 per month for about 6,000 gallons of water use. From what I can determine (based on informal polling of persons I know living in surrounding jurisdictions), this rate is double that charged by adjacent utilities in the City of Palatka, St. Johns County, and Alachua County (including the City of Gainesville). While it may be necessary for this company to increase rates on some of the utilities it operates, I believe the rates being charged for the utility services to this subdivision are already a "premium" rate, much higher than surrounding utilities. The proposed increase in the rates to serve this subdivision (up to 74%) seems way too excessive and burdensome, especially given that they seem to be charging a lot more than surrounding utilities to begin with.

I would respectfully request that the company's rate increase be denied.

Sincerely,



Robert A. Mattson
121 Palm Trail
East Palatka, FL 32131

November 21, 2008

RECEIVED-FPSC

08 NOV 24 AM 8:30

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

COMMISSION
CLERK

Re: Docket No: 080121-WS

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO.		02419-08
DISTRIBUTION:		ECR/GCL

This letter comes to you as a formal complaint about the petition for a rate increase filed by Aqua Utilities Florida, Inc.

My name is Becky Langley and I live in the Belleview Hills Estates subdivision located in Marion County, Florida. I have lived there since 2005. This subdivision is a large one and includes a variety of senior citizens and young families who are on a fixed income. Since I have lived at this location, Aqua Utilities has raised the rate of the water one time. In September, 2007, Aqua Utilities withdrew it's petition (docket number 060368-WS) for a rate increase and had to refund our money. Aqua Utilities has since then petitioned for an increase in 2005, 2006, 2007 and now in 2008. In June 2008 (docket number 08121-WS) Aqua Utilities petitioned for an increase in water and waste water rates in Alachua, Brevard, Desoto, Highlands, Lake, Lee, Marion, Orange Park, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington Counties. In that letter, Aqua Utilities wanted to increase the monthly bill from \$14.68 to \$40.92 (based on 5,000 gallons of usage per month) for all customers. How is that possibly fair to retirees on a fixed income, or single person? In this time of economic disaster, especially now with the State of Florida having to **cut another billion dollars** from it's budget, which will result in more jobs being lost, retirement and or saving accounts drained. People are struggling to put food on their table, and put gas in their cars and yet Aqua Utilities want to increase our rates at this time. They should take a lesson from some of the Electric Companies in Florida who are giving **rebates and lowering their rates**, and yet Aqua Utilities want to **increase our rates** at this time. Surely, with the acquisition of a new service area, i.e, Sky Ranch and Belleview Hills Estates, Aqua Utilities are making their money.

Becky Langley
6169 SE 140th Place
Summerfield, FL 34491

RECEIVED-FPSC
08 NOV 24 AM 8:29
COMMISSION
CLERK

FPSC, (
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>02419-08</u>
DISTRIBUTION: <u>ECR 100</u>

November 20, 2008

Florida Public service Commission
2540 Shumard Blvd.
Tallahassee, FL 32399-0850

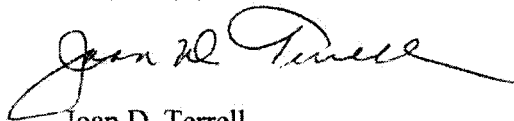
Dear Sirs:

Please be advised that I am in receipt of a notice from Aqua Utilities regarding their application for a rate increase. I understand that everyone needs more money to operate when times are good and prices are high but we have reached a point of economic slowdown or recession, if you will. For some of us this is bordering on a depression.

Two months ago, we just got a rate increase from Aqua that doubled our water bill! How much more can we take and still be able to afford water. This is a company that doesn't really care about the consumer they service, when we call with a complaint several of us have been hung up on. We spent this last summer dealing with abnormally large amount of chlorine in the water. It was so bad that some of our residents had clothes ruined. There could be others who suffered physically since chlorine is poison and can cause many health problems.

Please remember the public you serve and deny any more increases.

Very truly yours,



Joan D. Terrell
139 Parkview Circle
Lake Placid, FL 33852

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

08 NOV 24 AM 8: 27

November 7, 2008

Re Docket # 080121-WS

*R Bolle
68 Terrace
Lakeside Terrace
Fruitland PK 7134731*

COMMISSION		
CLERK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO.		<i>02419-08</i>
DISTRIBUTION:		<i>ECB, GCL</i>

Dear Sirs, Madames:

At the November 4, 2008 meeting of the Lakeside Terrace Social Club, residents of the Park expressed their concern about the increase in water rates proposed to the Public Service Commission by Aqua Utilities Florida, Inc.

The application (Docket # 080121-WS) demands a 117.2% increase in the cost of the basic residential rate and per kg. rate increase for usage (0-5kg) of \$2.18per kg to \$3.80 per kg – an increase of 72.4%. The average cost per household will increase from \$46.16 to \$111.04 per month – a 140% increase representing an additional cost per year of \$778.56 per family.

Aqua Utilities Florida, Inc. is part of a national company that spans this country. They justify this demand by their investment of \$430,000 on improvements to the wastewater treatment facility and infrastructure. According to research done by a number of residents, the \$430,000 would be more than recovered at these rates within the first year. There is no evidence that these recovery costs would be limited to a one-year-only surcharge – we will be required to pay this rate year-after-year.

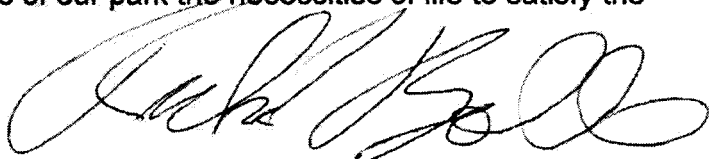
It is vital that the Public Service Commission understand the impact of these increases to the nearly 500 residents of our Park. Most of us are retirees living on fixed incomes. Many of us have lost substantial amounts of savings due the upheaval in the economy – we still have no idea of the effect on our pensions. Costs for gas, food, fuel, medical expenses and services have shot through the roof.

The worry of "which shall I buy this month – food or medicine" is not a cliché. It has become more stressful each month for all of us.

We are entering the holiday season and we have already heard disturbing news from the Social Agencies of huge increases in applications for rescue and huge decreases in donations.

This huge national firm is greedy! Please ensure that you give very serious thought to any increases over and above the interim rate increases you imposed. You cannot deprive the residents of our park the necessities of life to satisfy the greed of this company.

Kate Bolle



FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02419-08		
DISTRIBUTION: ECR, GCL		

RECEIVED-FPSC

08 NOV 24 AM 8:19

COMMISSION
CLERK

107 Hillcrest St.
Lake Placid, FL 33852
Nov. 22, 2008

Dear Sir:

I live in Covered Bridge in Lake Placid and would like to inform you that the rate hike Aquas Utilities is asking for will be a hardship for most of the people living in this community. The interim rate increase was quite steep and another one would be really hard. All of us here are living on fixed incomes which don't increase much.

Please consider our predicament and we thank you very much.

Sincerely,
Shirley Risteen

RECEIVED-FPSC
08 NOV 24 AM 8:19
COMMISSION
CLERK

Doris M. Emerson
81 Jasmine St.
Lake Placid Fl 33852

(863) 465 0748

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. _____		
DISTRIBUTION: _____		

Nov 22, 2008

Public Service Commission
Central Circle Office Center
2540 Shumard Oak Blvd
Tallahassee, Fl 32399-0850

RE: Rate Increase for Aqua Utilities Fl.

Aqua Utilities received a rate increase sometime ago. My water & sewer bill went up by \$20.00 Per month which is now around \$50.00 to \$55.00 per month.

We are an over 55 Community and most of us are on a limited income. I feel that in the present economy, this is certainly not the time for this increase.

Also, Progress Energy is asking for an increase for our electricity and again, this is not the time for increases.

Thank you,



Doris M. Emerson

Kimberley Pena 080121

From: Ruth McHargue
Sent: Friday, November 21, 2008 2:26 PM
To: Ruth Nettles
Cc: Kimberley Pena; Cheryl Bulecza-Banks
Subject: FW: Aqua utilities Rate Increase
Attachments: E-Form Other Complaint TRACKING NUMBER: 16263

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO.		02419-08
DISTRIBUTION: _____		

Please add to docket file.

A complaint has been filed regarding the customer's billing issues.

Ruth McHargue

From: Angie Calhoun
Sent: Friday, November 21, 2008 2:13 PM
To: Ruth McHargue
Subject: Aqua utilities Rate Increase

To CLK

Ruth, I will have a complaint filed for the customer regarding her billing issue.
Angie

11/24/2008

****CLK OFFICIAL DOCUMENT...****

Kimberley Pena

From: Consumer Contact
Sent: Friday, November 21, 2008 10:57 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 16263

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Lucy Wambsgan
Telephone: 352-326-8613
Email: billnluci@embarqmail.com
Address: 1222 La Saldia Way Leesburg 34748

BUSINESS INFORMATION

Business Account Name: Lucy Wambsgan
Account Number:
Address: 1222 La Saldia Way Leesburg Florida 34748

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

On November 03, 2008 I received the October bill from Aqua Utilities. It's due date was October October 29, 2008. Many of my neighbors got their bills late also. I contacted Aqua Utilites, and they stated it was the Post Offices fault, and that those bills were prepared and mailed out on October 03, 2008. I asked to speak with a supervisor, and she (the Aqua representative)said no supervisor was available and would return my call. Two days later, I did receive a call from a supervisor and she said that the mail was contracted out to a vendor. I went to the Post Office, and they said, there was no way the mail could have been delayed that long, (four (4) days short of a month). I paid my bill immediately, and received a 10 day shut off notice. That was mailed on November 05, 2008, and I received it on November 09, 2008. That somehow, was received very timely. Ninety percent of my nighbors also got the shut off notice, they were furious! I emailed them, and complained, and told them that their business practices were shoddy, and unethical! I was waiting to hear what excuse would be used this time with this company, as to whom, or what excuse they would have. They did email me back, but it was just a one liner, and said they would make sure the bills were sent in a more timely manner. The darn price of this water (sewer especially) is outragious. In these times of economic stuggles for some folks, this is horrible, and the rates, just don't seem to be in line with other utilites. Has the PSC, lost touch with reality??? This company has made blunder after bluder. They have not had a rate increase in years, but most of us haven't got a payraise either.

They have to make sure they pay a dividen to their shareholders (but make sure they take a big chunk for themselves). I suggest they do a better job with their own internal audit, no, they need independent review, and better Quality Assurance. Unbiased!! It is hard to comprehend that all the other states they serve, would indeed hold them in high regard! WE don't here in Central Florida. It is bad enough with the high prices of everything (don't worry gas will go up again), the stock market, bailing out huge companies, money, money everywhere, but we are facing a water bill that will soon reach or equal the electric bill! Unbeliveable. Housing bad

****CLK OFFICIAL DOCUMENT...****

enough, but just wait until and Aqual Utility customer tries to sell a home. The buyer is sure to ask what the utility payments are on that home. It will certinly be a determining factor of the sale of that home. This is Florida's water, and they are making top dollar for it, and providing losy rotten service! I say get rid of them, turn the water services over to the cities and towns, and villages, and keep the money from our own water in our OWN state. We keep digging a hole we cannot get out of! Spend, spend spend. When is government going to wake up. Their won't be any more moeny for consumers to put back into the sagging economy, we will be too busy trying to survive, and pay the ungodly taxes, that are sure to come. Examine this company closely. If we can see it, why can't you? The PSC has much more information and legally can gain access to a lot more information that the residents of this state. Work hard, work better. Think before granting such increases to the "suits".

RECEIVED-FPS

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

08 NOV 21 AM 8: 32

November 7, 2008

COMMISSION
CLERK

Re Docket # 080121-WS

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 0241908		
DISTRIBUTION: ECR, GCL		

Dear Sirs, Madames:

At the November 4, 2008 meeting of the Lakeside Terrace Social Club, residents of the Park expressed their concern about the increase in water rates proposed to the Public Service Commission by Aqua Utilities Florida, Inc.

The application (Docket # 080121-WS) demands a 117.2% increase in the cost of the basic residential rate and per kg. rate increase for usage (0-5kg) of \$2.18per kg to \$3.80 per kg – an increase of 72.4%. The average cost per household will increase from \$46.16 to \$111.04 per month – a 140% increase representing an additional cost per year of \$778.56 per family.

Aqua Utilities Florida, Inc. is part of a national company that spans this country. They justify this demand by their investment of \$430,000 on improvements to the wastewater treatment facility and infrastructure. According to research done by a number of residents, the \$430,000 would be more than recovered at these rates within the first year. There is no evidence that these recovery costs would be limited to a one-year-only surcharge – we will be required to pay this rate year-after-year.

It is vital that the Public Service Commission understand the impact of these increases to the nearly 500 residents of our Park. Most of us are retirees living on fixed incomes. Many of us have lost substantial amounts of savings due the upheaval in the economy – we still have no idea of the effect on our pensions. Costs for gas, food, fuel, medical expenses and services have shot through the roof.

The worry of "which shall I buy this month – food or medicine" is not a cliché. It has become more stressful each month for all of us.

We are entering the holiday season and we have already heard disturbing news from the Social Agencies of huge increases in applications for rescue and huge decreases in donations.

This huge national firm is greedy! Please ensure that you give very serious thought to any increases over and above the interim rate increases you imposed. You cannot deprive the residents of our park the necessities of life to satisfy the greed of this company.

Chester O. Brown

13 Sunrise Ln. Fruitland Park, FL 34731

RECEIVED

08 NOV 21 AM 8:31

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

Re Docket # 080121-WS

Dear Sirs, Madames:

COMMISSION CLERK

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>0241908</u>		
DISTRIBUTION: <u>ECB/60</u>		

At the November 4, 2008 meeting of the Lakeside Terrace Social Club, residents of the Park expressed their concern about the increase in water rates proposed to the Public Service Commission by Aqua Utilities Florida, Inc.

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Alta B. Adams
37 Griffin Dr.
Fruitland Park.
34731

Please do not raise the rates on the water. There are people really having to stretch their dollars as I am. My husband is living with I think illness plus he is an amputee. So I have to account for every dollar, his medicine very expensive. Thank you. Please consider this

Application for a rate increase in Alachua, Brevard, DeSoto, Highlands, Lak
Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

RECEIVED-FPSC
08 NOV 21 AM 8:31
COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 02019-08
DISTRIBUTION: ECA, GCL

Name James & Hedy Rose
Address 35007 Zephyrshores Dr
Zephyrhills, FL 33541

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

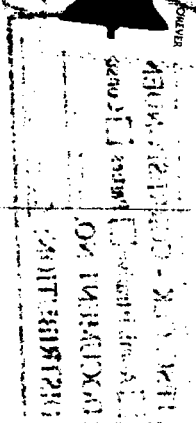
CONSUMER COMMENTS
If you raise the Waterbill at the rate you are planning on, we are afraid our days in Florida will be over. It will be impossible to keep up two places at the same time. It is almost to the point now, that we can't afford it anymore on fixed income. The water in the park is not the best quality.
Thank you
Jim & Hedy Rose

James Rose
35007 Zephyrshores
Zephyrhills, Fl. 33541

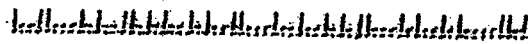
SAINT PETERSBURG

19 NOV 2008

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



32399+0850



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

Aqua Utilities Florida, Inc.

DOCKET NO. 080368-WS

RECEIVED-FPSC

08 NOV 21 AM 8:29

COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 02419-08
DISTRIBUTION: ECR:Gll

Name EVERETT & JULIA BACK

Address 116 Palm Trail

EAST PALATKA, FL. 32131

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

CONSUMER COMMENTS

This is the most ridiculous request I've
heard lately! They do not need to even ask
for an increase! The water is not good quality
water! We have to buy our drinking water
as it is. It smells & does not taste good.

Please deny this request to increase
our rates! This is just a sign of greediness.
If it was great quality water, then a
small increase would be acceptable.

I know for a fact everyone in this
neighborhood feels the same!

Thank you,
Everett & Julia Back

****CLK OFFICIAL DOCUMENT...****

Docket No. 080121-WS
Late Filed Exhibit 193
Page 287 of 562

Kimberley Pena

080121

From: Ruth McHargue
Sent: Wednesday, November 19, 2008 1:54 PM
To: Ruth Nettles
Cc: Kimberley Pena; Pete Lester
Subject: FW: Aqua Utilities Rate Increase Protes

Attachments: FAX.TIF

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02419-08		
DISTRIBUTION: _____		

Add docket file

From: Consumer Contact
Sent: Wednesday, November 19, 2008 10:24 AM
To: Ruth McHargue
Subject: Aqua Utilities Rate Increase Protes

To CLK

From: NET SatisFAXtion
Sent: Wednesday, November 19, 2008 10:05 AM
To: Consumer Contact
Subject: , 1 page(s)

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

Received Fax Details

Received On: 11/19/2008 10:04 AM
Number of Pages: 1
From (CSID):
From (ANI):
Sent to DID:

Duration of Fax: 0:00:28
Transfer Speed: 24000

Received Status: Success
Number of Errors: 0
Port Received On: RockForceOCTO+ Port 6



FAX.TIF (24 KB)

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

Aqua Utilities Florida, Inc.

DOCKET NO. 080368-WS

060368-WS

Name Trent and Melissa Higginbotham

Address 117 Cypress Dr.

EAST PALM BEACH, FL 32131

If you want to let the Public Service Commission know how you feel about this case,
you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

11-17-08

The increase requested by Aqua Utilities will cause undue hardship for those in our community and is by far unnecessary given today's economic numbers. Aqua is asking for what would be a ^{total} 74% increase. The interim rate of 48% has sent the cost of water for our 2 person house hold to over \$100.00 a month. The current request would send it even higher. With the economy in a recession, ~~and~~ Aqua's profits up 20%, shareholder dividends increasing to 8% and our current pay check down 35% this is by far ^{an} unreasonable request.

We ask that you deny the request by Aqua Utilities Florida, Inc.

Sincerely,

Melissa and Trent Higginbotham

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

FPSC, CLK - CORRESPONDENCE
 Administrative Petitioner Consumer
DOCUMENT NO. 080121-01
DISTRIBUTION: FCS/CL

RECEIVED-FPSC
08 NOV 19 AM 8:52
COMMISSION
CLERK

Name Rodney & Jean Choppel

Address 4626 Winway Lane
Zephyrhills, FL 33541

If you want to let the Public Service Commission know how you feel about this case,
you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

Aqua Utilities,

It is very discouraging to find that you are once again trying to base our water bill. We live in a community of all senior citizens and all of us are on fixed incomes. We cannot afford to have our monthly utilities increased.

We guess you not much concerned whether we have money to pay our bills, but maybe you better look at it this way,

Some day you all will be ~~senior~~ senior citizens too.

Rodney & Jean Choppel



Rodney & Jean Choffel
4626 Windy Lane
Zephyrhills, Florida 33541

08 NOV 19 AM 7:34

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

32399-0850



MAILING SERVICE	NOV 19 2008
POST OFFICE	FLORIDA
POSTAL CODE	32399-0850
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3310V F08 FWC
Zephyrhills, FL 33541-2101

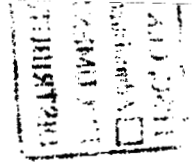
DISTRIBUTION CENTER

Purple USA

08 NOV 19 AM 7:34

Docket No. 080121-WS
Late Filed Exhibit 193
Page 292 of 562

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



32399+0850



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FPSC, CLK - CORRESPONDENCE
 Administrative Public Consumer
DOCUMENT NO. 0249-08
DISTRIBUTION: CLK, CLK

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

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

RECEIVED-FPSC
MAY 19 AM 8:52
COMMISSION
CLERK

Name WILLIAM ROBINSON
Address 34920 CARL AVE
ZEPHYRHILLS FL

If you want to let the Public Service Commission know how you feel about this case,
you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
I THINK THE RAISE YOU WANT IS TOO MUCH.
I AM ON A LIMITED INCOME & TOO OLD TO START WORKING AGAIN
MY WIFE PASSED AWAY ONE YR AGO & I DO NOT HAVE HER INCOME ANYMORE.
I COULD MAKE SOME REMARKS ABOUT THE RADIO CONTROLLED METERS, BUT I WILL NOT.

WILLIAM B. ROBINSON
34920 CARL AVE
ZEPHYR HILLS, FL.
33541

FLORIDA FL
SAINT PETERSBURG
27 NOV 2008 PM 2:2

08 NOV 19 AM 7:35

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

NOV 19 2008
MAIL ROOM
COMMUNICATIONS SECTION
TALLAHASSEE, FLORIDA

32399-0850



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Application for a rate increase in Alachua, Brevard, DeSoto, Highlands, Lakeland, Orange,
Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

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

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 02419-02
DISTRIBUTION: FCA, GA

Name Betty Therrian
Address 4717 Sheri Ave
Zephyrhills Fl. 33541

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

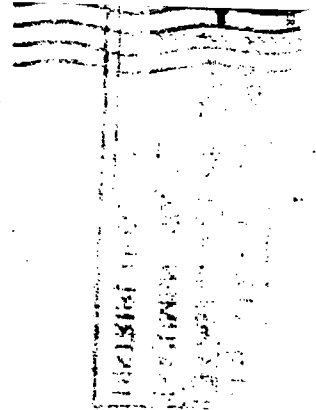
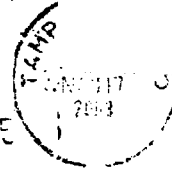
CONSUMER COMMENTS
We are all on fix income in this park. Some people are still paying on their homes. I live up north and we have had to meetings with this company on what to do when we go home for the summer. We are told to call and tell them when we are going and ^{when} they we are coming back. We are to get a monthly bill for just being on our home. Well we don't get one on till we get back and it is sometimes 3 to 4 hundreds dollars. We keep tell them we are on fix incomes but they don't care. We are now trying not to use as much water so we flush our toilets only was we have to. I think it should be a law on this because people need water to live and keep clean. When is this going to stop. Do you know what its like to use your toilet a few times before you flush, try it and see.

Fold and tape - see back for address

Betty Shorrian
4717 Shuri Ave
Zephyrhills Fl. 33541

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08 NOV 19 AM 7:35



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

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RECEIVED

08 NOV 13 2008

COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 02419-08
DISTRIBUTION: ELC, CLK

November 8, 2008

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

RE: Docket # 080121-WS
Aqua Utilities Florida, Inc.

TO WHOM IT MAY CONCERN:

On August 23, 2007 I sent you a letter regarding the rate increase by Aqua Utilities that is handling our water here.

The water was bad back then, but now it is worse than ever, we have had people lose clothing, curtains, and other items, it made several people sick from the excessive chlorine that they have added to our water to cover the fact that is not good. I had my water tested by an outside person, and the facts that I received were shocking. Every one here has a filter on the water in some way, and we are purchasing a filter to put on the outside of the house so that we can at least have water to drink.

How can a company that can do this to residence of a community justify the fact that they need a rate raise.

I can only hope that you see fit to refuse this company's request again.

Thank you,

Ms. Barry ~~Steffey~~ STEFFEY
112 Edgewater Drive South
Lake Placid, Florida 33852

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Fl 32399-0850

November 7, 2008

Re Docket # 080121-WS

Dear Sirs, Madames:

RECEIVED
08 NOV 19 AM 8:41
COMMISSION
CLERK

CORRESPONDENCE
 Parties Consumer
NO. 080121-08
IN: ECR/10/11

At the November 4, 2008 meeting of the Lakeside Terrace Social Club, residents of the Park expressed their concern about the increase in water rates proposed to the Public Service Commission by Aqua Utilities Florida, Inc.

The application (Docket # 080121-WS) demands a 117.2% increase in the cost of the basic residential rate and per kg. rate increase for usage (0-5kg) of \$2.18per kg to \$3.80 per kg – an increase of 72.4%. The average cost per household will increase from \$46.16 to \$111.04 per month – a 140% increase representing an additional cost per year of \$778.56 per family.

Aqua Utilities Florida, Inc. is part of a national company that spans this country. They justify this demand by their investment of \$430,000 on improvements to the wastewater treatment facility and infrastructure. According to research done by a number of residents, the \$430,000 would be more than recovered at these rates within the first year. There is no evidence that these recovery costs would be limited to a one-year-only surcharge – we will be required to pay this rate year-after-year.

It is vital that the Public Service Commission understand the impact of these increases to the nearly 500 residents of our Park. Most of us are retirees living on fixed incomes. Many of us have lost substantial amounts of savings due the upheaval in the economy – we still have no idea of the effect on our pensions. Costs for gas, food, fuel, medical expenses and services have shot through the roof.

The worry of “which shall I buy this month – food or medicine” is not a cliché. It has become more stressful each month for all of us.

We are entering the holiday season and we have already heard disturbing news from the Social Agencies of huge increases in applications for rescue and huge decreases in donations.

This huge national firm is greedy! Please ensure that you give very serious thought to any increases over and above the interim rate increases you imposed. You cannot deprive the residents of our park the necessities of life to satisfy the greed of this company.

Viv and Gail Vigo
15 Sunrise Lane
Fruitland PK FL
(352) 365-0995 34731