

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 II

DOCUMENT NUMBER-DATE

11639 DEC 17 8

FPSC-COMMISSION CLERK

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED-FPS

08 NOV 19 AM 8:40

COMMISSION
CLERK

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. 02419-08		
DISTRIBUTION: ECR, b4		

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.

Elizabeth A Arnold
61 Eden Drive
Jennett Park, FL 34731

DOCUMENT NUMBER-DATE

11639 DEC 17 8

FPSC-COMMISSION CLERK

RECEIVED-FP

08 NOV 19 AM 8:00

COMMISSION
CLERK

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. 02419-08		
DISTRIBUTION: BCR, JCL		

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James Miller
James Miller

J. Miller
5300 N. W. 1st St.
Ft. Lauderdale, FL 33301
34751

RECEIVED-FPS

08 NOV 19 AM 8:26

COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02419-8		
DISTRIBUTION: ECR, JCC		

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

Re Docket # 080121-WS

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DOROTHY RADNICH
64 TERRACE DRIVE
FRUITLAND PARK, FL. 34731
Dorothy Radnich

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED-FPSC

08 NOV 19 AM 8:25

COMMISSION
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November 7, 2008

Re Docket # 080121-WS

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H Ronald R. and J. Lee Hayden
62 Eden Drive
Lakeside Terrace
Grandland Park, FL 32731

Ronald R. Hayden
J. Lee Hayden

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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Shirley Marcotte
27 Driftwood Lane
Fruitland Pk. FL 34731

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED-FPSC
08 NOV 19 AM 8:25

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, 6LL		

Dear Sirs, Madames:

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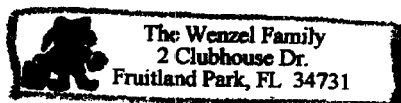
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Albert H. Wenzel
#2 CLUBHOUSE DR
FRUITLAND PARK FL
34731

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED

08 NOV 19 AM 8:22

November 7, 2008

COMMISSION
CLERK

Re Docket # 080121-WS

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Ruth C. Higo
14 Lakewood Lane
Fruitland Park, FL
34731

Ruth C. Higo

RECEIVE

08 NOV 18 AM 9:30

COMMISSION
CLERK

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

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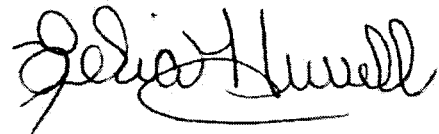
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Lelia Hurrell
14 Lakeview Dr
Fruitland Park, FL.
34731



Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED-FPSC

08 NOV 18 AM 9:29

November 7, 2008

COMMISSION
CLERK

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Mary Harris
47 Wintergreen Dr.
Fruitland Park, FL 34731

Mary Harris

Elsie H. Bolack
40 Jasmine ST
Lake Placid, FL 33852
863-464-0952
pbolack@htn.net

November 14, 2008

Office of Commission Clerk
Florida Public /Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

Re: Aqua Utilities, Florida, Inc.
Account Number 000899532 0642269

NOV 18 AM 9:27
COMMISSION
CLERK

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

Gentlemen:

I am appalled that my water bill has more than doubled within 10 months. How can Aqua do this? I live on a fixed income and paying this extra amount means something will have to go....including food and medicine,

This is especially upsetting since Aqua's inefficient service last month ruined several of my towels and a pair of new dress pants. This has also happened to several of my neighbors in Covered Bridge. The water coming from the faucet at my neighbor's home across the street was pure black. She lost several white towels.

The water is unfit to drink (I can't even give it to my dog) .and at times the odor of chlorine from the shower is overwhelming.

Please, please look into this unfair practice.

Sincerely,

Elsie H. Bolack

Elsie H. Bolack

Enc. Copy of January & November bills.

AQUA

Service To:
ELSIE BOLACK
40 JASMINE ST
LAKE PLACID, FL 33852-9388
Lot: 0009000 Block:

LEISURE LAKES

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

Tel: **877.987.2782**

Fax: **866.780.8292**

e Mail: **custserv@aquaaamerica.com**

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

Bill Date

January 21, 2008

Total Amount Due

\$ 38.30

Due Date

February 12, 2008

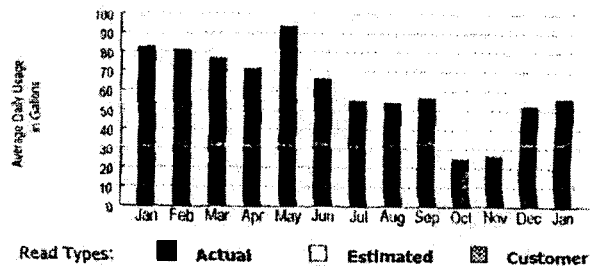
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56582400	5/8	01/09/08	30	Actual	6700	1,700	Gallon
		12/10/07		Actual	5000		
Average Daily Usage = 56 Gallons		Total Days: 30		Total Usage:		1,700	Gallon

Billing Detail

Amount Owed from Last Bill	\$ 32.18
Total Payments Received	32.18
Balance	0.00
Water Base Facility Charge	8.08
1,700 gallons @ \$0.00489 per gallon	8.31
Current Water Charges	16.39
Sewer Base Facility Charge	16.30
1,700 gallons @ \$0.0033 per gallon	5.61
Current Sewer Charges	21.91
Amount Due 02/12/08	\$ 38.30

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.

1336403

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL6280064

AQUA Water/Sewer Bill

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

Service To:
LAKE PLACID, FL 33852-9388
Lot: 0009000 Block:

Account Number

000899532 0642269

Amount Withdrawn

\$ 38.30

Withdrawn On or After

February 12, 2008

Do Not Pay

Your bill will be paid through ZipCheck
Automatic Payment Program.

Seq=4236 Cyc=33110 Up=568503

****AUTO**SCH 5-DIGIT 33852 C 11 P 11**
ELSIE BOLACK
40 JASMINE ST
LAKE PLACID FL 33852-9388

|||||

00089953206422690000000038301



012



Service To:
ELSIE BOLACK
40 JASMINE ST
LAKE PLACID, FL 33852-9388
Lot: 00090004 Block:

Account Number
000899532 0642269
LEISURE LAKES

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

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

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

Bill Date

Total Amount Due

Due Date

November 06, 2008 \$ 59.02

December 01, 2008

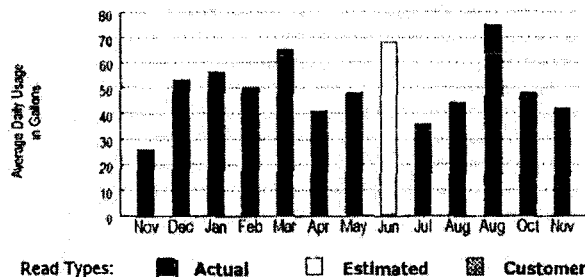
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56682409	5/8	11/03/08	33	Actual	22200	1,400	Gallons
		10/01/08		Actual	20800		
Average Daily Usage = 42 Gallons		Total Days:	33	Total Usage:		1,400	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 61.52
Total Payments Received	61.52
Balance	0.00
Water Base Facility Charge	10.16
1,400 gallons @ \$0.00615 per gallon	8.61
Current Water Charges	18.77
Sewer Base Facility Charge	31.36
1,400 gallons @ \$0.00635 per gallon	8.89
Current Sewer Charges	40.25
Amount Due 12/01/08	\$ 59.02

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.

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-FPSC

08 NOV 18 AM 9:27

COMMISSION
CLERK

Name

Ruby Korth (25) a widow

Address

4637 Six Mile Pond Rd,

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

You are allowed 25% increase, but you
want more than that. Well, if you are
handing out solutions what a ^{mess} Senior Energy
thing is going up in cost, except my income
as a Senior. So, what else is new?
10/10

Fold and tape - see back for address



Ms. Ruby Korth
4637 6 Mile Pond Rd
Zephyrhills, FL 33541

USA42

Docket No. 080121-WS
Late Filed Exhibit 193
Page 314 of 562

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

Fold Here

Tape

Fold Here

RECEIVED-FPSC

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

08 NOV 18 AM 9:26

COMMISSION
CLERK

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. 02419-08		
DISTRIBUTION: ECR, GLL		

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.

Sincerely,
Richard R. Cox
66 Eden Drive
Guntersville Park, Florida 34731

RECEIVED-FPSC

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
08 NOV 18 AM 9: 25

November 7, 2008

COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02119-08		
DISTRIBUTION: ECR, GLL		

Re Docket # 080121-WS

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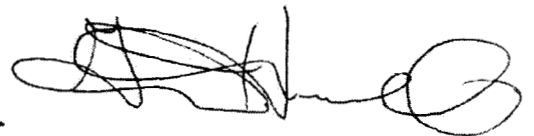
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Grant Hunnell
14 Lakeview Dr.
Fruitland Park, FL
34731



**PLEASE ADD YOUR NAME
AND ADDRESS TO THE
BOTTOM OF THE LETTER
SIGN AND MAIL TO THE
FLORIDA PUBLIC SERVICE
COMMISSION**

RECEIVED-FPS

08 NOV 18 AM 9:23

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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. 02419-08		
DISTRIBUTION: ECB, GLL		

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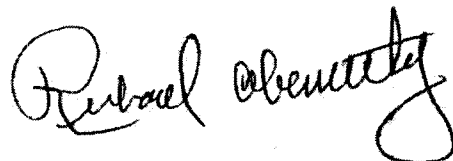
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RICHARD ABERNETHY
33 DRIFTWOOD LN
FRUITLAND PARK, FL 34731



RECEIVED-FPSC

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

08 NOV 18 AM 9: 23

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. 02419-08		
DISTRIBUTION: ECR, GLL		

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*Mr. & Mrs. Rick Angles
18 Sunrise Dr
Fruitland, PARK, FL 34731*

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED

08 NOV 18 AM 9:23

COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE	DOCUMENT NO. 080121-WS	DISTRIBUTION: ECR
<input type="checkbox"/> Administrative	<input type="checkbox"/> Public	

November 7, 2008

Re Docket # 080121-WS

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Dennis Oak - Jim Hahn
12 DRIFTWOOD LANE
FRUITLAND PARK FL. 34731

Docket No. 080121-WS
Late Filed Exhibit 193
Page 324 of 562

RECEIVED-FPSC

08 NOV 18 AM 9:23

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

COMMISSION
CLERK

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

Re Docket # 080121-WS

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357 323 3404

Fred Mitchell
10 Lakewood Lane
Fruitland FL
34731

RECEIVE

08 NOV 18 AM 9:23

COMMISSION
CLERK

FILED	CLK - CORRSP
<input type="checkbox"/> Administrative	<input type="checkbox"/> Public
DOCUMENT NO.	08
DISTRIBUTION:	EC

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

Re Docket # 080121-WS

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352 323 3404

Ann & Mutsch
10 Lakewood Ln
34731 Fruitland Park FL

November 13, 2008

RECEIVED-FPSC

Director

08 NOV 18 AM 9:22

Public Service Commission
Capital Circle Office Center
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. 02419-08		
DISTRIBUTION: BCL, GCL		

Dear PSC Director:

Please God I seriously pray that your PSC organization goes under. Why? Because you are injurious to people, your commissioners have no common sense, and no financial sense as well, they are hiding over there in caves and haven't heard that the economy is in the tank, and when I call their errors to their attention they just simply don't respond, they never correct their errors.

Here you are, you approved a 12 percent increase for TECO (and one other electric company) recently. How stupid can you be? If ever there is a cost of living increase it's only been up to 7 percent a year. And seniors hope to get an increase in January from SS and I think it's only 7 percent, 4 percent in past years. YOU friend PSC are bilking the government so you should be closed down. Any percent we receive in SS or in our paychecks are to be used for housing and food and electricity but when you take advantage and take all our money then YOU PSC need to suffer.

Just in case your financial analysts haven't poked their head out of their cave recently, let me inform you that we are in a recession. And in this recession the cost of food has doubled or gone 2 1/2 times the cost. Right now and for a few months at least the COST OF GAS AND OIL has come down to HALF what it used to be (or more than half). So instead of cutting the cost or decreasing the cost of electricity YOU have increased it by 12 percent. WHERE IS YOUR HEAD????????? WHERE ARE YOUR STUPID COMMISSIONERS COMING FROM TO INCREASE THE COST OF ELECTRIC IN THESE TOUGH ECONOMIC TIMES WHEREIN THE ELECTRIC COMPANIES THEN TURN OFF THE ELECTRIC FOR POOR PEOPLE, THOSE ON LOW INCOME, AND THE WORKING POOR. FLORIDA IS A LOW INCOME STATE WITH A HIGH PERCENTAGE OF UNEMPLOYEDS. IS YOUR HEAD UP YOUR AZ OR WHAT? IN WHICH CENTURY IS PSC LIVING IN?

Again, I pray God takes you and closes you down since you are so injurious.

In addition, TECO screwed me \$20.01 and still continues to add interest to their error. I stand on the bible and swear that TECO needs to suffer a little as well for their injuring people, them calling people liars, etc.

It's said that the true recession figure is 12%. So if you figure 12% recession plus the 12% increase you allowed to TECO (and another electric company) that means you are hitting people with a 24% increase. People who get hit with 24% like the IRS hits them well they want to do away with the IRS, just like we want to do away with the PSC.

People can't afford a 24% increase in rates, and TECO and your staff has already been shown to be irresponsible fiscally. Did you also note that TVA (another electric company) has DECREASED their rates???? That means TECO is spending their money somewhere where they shouldn't. TECO needs to be brought in front of a review board to explain about their company's raises, salaries, golden parachutes, and executives' increases, not raising our electric rates and making us lose our apartments and homes and causing the Federal Government more grief.

Cordially,

Christie J. Fox, 17832-G Jamestown Way, Lutz, FL 33558-7702



****CLK OFFICIAL DOCUMENT...**b>**

Docket No. 080121-WS
Late Filed Exhibit 193
Page 331 of 562

Kimberley Pena

080121

From: Ruth McHargue
Sent: Monday, November 17, 2008 3:59 PM
To: Ruth Nettles
Cc: Kimberley Pena; Cheryl Bulecza-Banks
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. 62419-08		
DISTRIBUTION:		

Please add to docket file.

From: Consumer Contact
Sent: Monday, November 17, 2008 9:02 AM
To: Ruth McHargue
Subject: Aqua Utilities Rate Increase Protest

To CLK

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: 3863291223, 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: 11/17/2008 8:27 AM
Number of Pages: 1
From (CSID): 3863291223
From (ANI):
Sent to DID:

Duration of Fax: 0:00:42
Transfer Speed: 14400

Received Status: Success
Number of Errors: 0
Port Received On: RockForceOCTO+ Port 6



FAX.TIF (18 KB)

Faxed

1-800-511-0809

November 17, 2008

To the Commissioner

From the household of Robert P. Harris, Sr. and Lynn L. Harris.

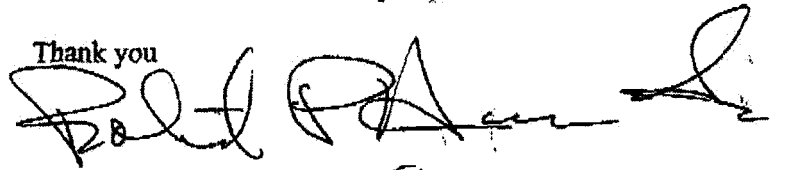
We have lived here for two years. Our water and sewer bill has increased this year, while every month we use less water. I have been over charged water and sewage of 3000 gallons two years in a row. The first time I called about it, the Aqua Utilities representative stated that the year before I used 3000 gallons. I did not even live in the house that year. The second time, I was charged for 3100 gallons which was an estimate when Aqua changed the water meters. When I called Aqua, to learn how to read the meter, Aqua's own meter readers did not know how to read the new meters.

We moved here to retire. Between the water/sewer charges and the property taxes that continue to spiral upward, we will eventually have to sell our home and move to another location.

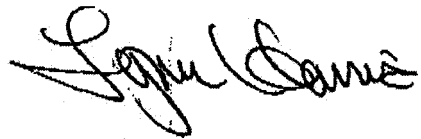
Aqua Utilities is forcing the people in this neighborhood to pay for their investment in a water company. These increases are not right and in the current economy it is downright criminal.

The Commission needs to stop Aqua Utilities once and for all.

Thank you



Robert Harris, Sr.
Lynn Harris
126 Magnolia Drive
East Palatka, Fl. 32131



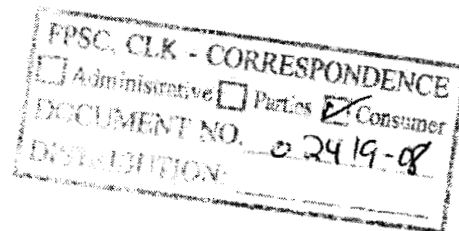
****CLK OFFICIAL DOCUMENT...**b>**

Docket No. 080121-WS
Late Filed Exhibit 193
Page 333 of 562

Kimberley Pena 080121

From: Ruth McHargue
Sent: Monday, November 17, 2008 3:57 PM
To: Ruth Nettles
Cc: Kimberley Pena; Cheryl Bulecza-Banks
Subject: FW: Aqua Utilities Rate Increase Protest

Attachments: FAX.TIF



Please add to docket file

From: Consumer Contact
Sent: Monday, November 17, 2008 9:03 AM
To: Ruth McHargue
Subject: Aqua Utilities Rate Increase Protest

To CLK

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: 12317880802, 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: 11/15/2008 3:56 PM
Number of Pages: 1
From (CSID): 12317880802
From (ANI):
Sent to DID:

Duration of Fax: 0:01:33
Transfer Speed: 21600

Received Status: Success
Number of Errors: 0
Port Received On: RockForceOCTO+ Port 6



FAX.TIF (37 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. 080369-WS

Name CHARLES A BEVERLY T Curtis

Address 135 Palm Tr

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

Our family is not in favor of
letting this corp keep raising rates.
They need to give us more value
in their service and quality of
product to even think they need
a rate increase.

The residual chlorine in our system
is way to high and when there
is a break or the lift station has
a mal function there response is very
slow.

I hope that you deny this increase
based on the economics of the time and
the amount which is about 75%.

Charles Curtis

Fold and tape -- see back for address

****CLK OFFICIAL DOCUMENT...**b>**

Kimberley Pena 080121

From: Ruth McHargue
Sent: Monday, November 17, 2008 3:56 PM
To: Ruth Nettles
Cc: Kimberley Pena; Cheryl Bulecza-Banks
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. 62419-08		
DISTRIBUTION:		

Please add to docket file.

From: Consumer Contact
Sent: Monday, November 17, 2008 1:49 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: 11/17/2008 1:03 PM
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. 080362-WS

060368-WS

Name Trent and Melissa HogginkbothamAddress 117 Cypress Dr.
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

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 household 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 increased to 8% and ~~our~~ current pay ~~per~~ ^{on} ~~share~~ 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 Hogginkbotham

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

COMMISSION
CLERK

08 NOV 17 AM 9:45

RECEIVED - FPSC

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☒ Public ☒ Consumer
DOCUMENT NO. 08419-08
DISTRIBUTION: EC, B, G, H

Name Curtis + Beeki Buzea
Address 35218 Ada Ave "Zephyr Shores Estates"
Zephyrhomes Fl. 33541

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Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

We are so disappointed with Aqua Utilities
trying to make the public believe that
the kind of raise in the water & sewage
is warranted. Shame on this utility company
that in this time of the deplorable economy
that we as older generation are having
to try to make it on our monthly income.
Some of us cannot make it now. So you
decide this 200% raise you want while
now having us decide between food and
water. I guess you know the answer to
that. And triple the sewage cost. I happen
to be one of those elders on limited income, and
as I see it, you will defeat the purpose by to
much of a raise like that, people just won't be
able to pay it. So where are you then.
You must be reasonable in these times of dire needs

Fold and tape - see back for address

Curt & Becki Buysa
35218 Ada Ave
Zephyrus Fl. 33541

Docket No. 080121-WS
Late Filed Exhibit 193
Page 338 of 562

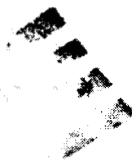
Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850



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RECEIVED-FPS

08 NOV 17 AM 9:43

COMMISSION
CLERK

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

Re Docket # 080121-WS

Dear Sirs, Madames:

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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.

Mary C. McMonigle
75 Lake Griffin Dr
Fruitland Park, FL 34731

CLERK

FPSC, CLK - CORRESPOND
<input type="checkbox"/> Administrative <input checked="" type="checkbox"/> Parties
DOCUMENT NO. 02419
DISTRIBUTION: ECR 500

Application for a rate increase in Alachua, Brevard, DeSoto, Highlands, L
Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Wa

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

FPSC, CLK - CORRESPONDENCE
<input type="checkbox"/> Administrative <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 2419-08
DISTRIBUTION: BCR166

Name Dorothy I Cavel
Address 35122 Dale Ave
Zephyrhills FL 335

COMMISSION
CLERK

08 NOV 17 AM 9:52

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 1-800-11-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

I am a widow on a fixed income. My water is not clear and most days I won't drink it. Have to pick & choose what days I MIGHT be able to do laundry. It is an added expense to me to have to buy drinking water - when I should be getting CLEAR water from the tap. You need to do a better job making sure our water is good and we get it at a reasonable price!

Dorothy Caveny
35122 Dale Ave
Zephyrhills FL
33541

SAINT PETERSBURG
13 NOV 2008

Docket No. 080121-WS
Late Filed Exhibit 193
Page 342 of 562

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

32399-0850



Here

Tape

Fold Here

Mr August R Wolf
4637 6 Mile Pond Rd
Zephyrhills, FL 33541

SAINT PETERSBURG FL

USA 42

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

FPSC CLK - CORRESPONDENCE
<input type="checkbox"/> Administrative <input checked="" type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 0419-08
DISTRIBUTION: BCR164

Name Dorothy I Caverly
Address 35122 Dale Ave
Zephyrhills FL 33541

COMMISSION
CLERK

08 NOV 17 AM 9:52

RECEIVED-FPSC

If you want to let the Public Service Commission know how you feel about this case,
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Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

I am a widow on a fixed income.
My water is not clear and most
day I won't drink it. Have to
pick & choose what days I MIGHT
be able to do laundry. It is an
added expense to me to have to buy
drinking water - when I should have
good CLEAR water from the tap.
You need to do a better job making
sure our water is good and we
get it at a reasonable price.

Dorothy Cavenly
35122 Dale Ave
Zephyrhills FL
33541

Docket No. 080121-WS

Late Filed Exhibit 193

Page 344 of 562

SAINT PETERS

13 NOV 2000

Florida Public Service Commission

Office of Commission Clerk

2540 Shumard Oak Boulevard

Tallahassee, Florida 32399-0850

32399-0850



Ham

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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. _____
 DISTRIBUTION: _____

Name August R. Wolf

Address 4637 G Mi Pond Rd
Zephyrhills, FL 33541

COMMISSION
CLERK

08 NOV 17 AM 9:51

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

When you consider that electric rates are going up 25% when senior incomes are static one gets a bit unhappy.

Fold and tape — see back for address

Mr August R Wolf
4637 6 Mile Pond Rd
Zephyrhills, FL 33541

TALLAHASSEE, FL
SAINT PETERSBURG

14 NOV 2008 PM 2 T



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 ☒ Parties ☐ Consultant
DOCUMENT NO. 080121-08
DISTRIBUTION: ECR, WL

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

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

ENED-FPSC
ON 17 AM 9:50
COMMISSION
CLERK

Name NILES W BALL

Address 35242 ADA Ave

2EPHYR HILLS FL 33541

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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

As are most persons, we are
on a fixed income. But the
main reason we don't feel
there should be an increase is
because of the water quality.

We CANNOT drink our water +
have to spend money to buy it.
It's smells, - it's discolored.

Thank you.

14 NOV 2008 01:14

Fold Here

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED-FPSI

08 NOV 17 AM 9:43

COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE	<input type="checkbox"/> Parties
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties
DOCUMENT NO. 0241	DISTRIBUTION: EC

November 7, 2008

Re Docket # 080121-WS

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Jerry F. Walden
Kathleen Walden

19 Sunrise Lane
Fruitland Park, FL
34731

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED-FPSC

08 NOV 17 AM 9:43

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*7017 John & Harriet Reeves
29 Sunrise Lane
Lakeside Terrace (MHP)
Fruitland Park Fla*

CC.

FPSC, CLK - CORRESPOND
<input type="checkbox"/> Administrative <input checked="" type="checkbox"/> Parties
DOCUMENT NO. 080121-WS
DISTRIBUTION: ECR

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

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Phyllis Boyd / Jammy Boyd
9 Sunrise Lane
Maitland Pk., FL 32731

RECEIVED-FPSC

08 NOV 17 AM 9:42

COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE	<input checked="" type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties
DOCUMENT NO. 02416		DISTRIBUTION: <i>ECB</i>

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

08 NOV 17 11:41

COMMISSION
CLERK

FPSC, CLK - CORR	<input type="checkbox"/> Administrative	<input type="checkbox"/> Pa
DOCUMENT NO.		
DISTRIBUTION:		

November 7, 2008

Re Docket # 080121-WS

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LEVENGOOD
34 SUNRISE LANE
FRUITLAND PARK, FL
34731

Robert G. Levengood

Guyllis R. Levengood

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED-FPSI

08 NOV 17 AM 9:41

COMMISSION
CLERK

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Charles & Melinda Kenny
41 LAKE GRIFFIN DR.
FRUITLAND PK, FL. 34731-6395

FPSC, CLK - CORRESPOND
<input type="checkbox"/> Administrative <input checked="" type="checkbox"/> Parties
DOCUMENT NO. 080121-WS
DISTRIBUTION: ECR

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08 NOV 17 AM 9:41

COMMISSION
CLERK

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	Parties
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties
DOCUMENT NO. 024	
DISTRIBUTION: EC	

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Robert G. Hall
54 EDELL DR.
LAKESIDE TERR.
FRUITLAND PK FLA. 34731

RECEIVED

08 NOV 17 AM 9:41

COMMISSION
CLERK

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

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Robert Boom
9 Lake View Dr.
Fruitland FL 34731

FPSC, CLK - CORRESP
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties
DOCUMENT NO. 08
DISTRIBUTION: EC

RECEIVED-H

08 NOV 17 AM 9:33

COMMISSION
CLERK

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
DOCUMENT NO. 0241
DISTRIBUTION: BCR

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#10 CLUBHOUSE DR.
FRUITLAND PARK
FL.

Russell Abbott
Carolyn Abbott

R. ABBOTT
10 CLUBHOUSE DR.
FRUITLAND PARK
FL. 34731

RECEIVED

08 NOV 17 AM 9:33

COMMISSION
CLERK

FPSC, CLK - CORRESP	<input type="checkbox"/> Administrative	<input type="checkbox"/> Public
DOCUMENT NO. 08		DISTRIBUTION

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

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Juanita Taylor
30 Lakeside Dr
Fruitland Pk Fl 34731

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

Re Docket # 080121-WS

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.

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*William and Charlene O'Brien
67 Lake Guffin Dr.
Lakeside Terrace
Fruitland Park, FL 34731*

RECEIVED

08 NOV 17 AM 9:32

COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE	Administrative <input type="checkbox"/>	Parties <input type="checkbox"/>
DOCUMENT NO. 024		DISTRIBUTION: ECA

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

Re Docket # 080121-WS

Dear Sirs, Madames:

RECEIVED-FL

08 NOV 17 AM 9:

COMMISSION
CLERK

FPSC, CLK - CORR	<input type="checkbox"/> Administrative	<input type="checkbox"/> PI
DOCUMENT NO.		DISTRIBUTION:

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Mr. Harold Spence
52 Lake Griffin Dr.
Fruitland Pk, FL 34731

Harold Spence

RECEIVED

08 NOV 17 AM 3:02

COMMISSION
CLERK

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

Re Docket # 080121-WS

Dear Sirs, Madames:

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Sincerely,
Edmund Ignatowski
Flourence Ignatowski
19 Driftwood Lane
Fruitland Park, FL 34731

FPSC, CLK - CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties
DOCUMENT NO. 024
DISTRIBUTION: EC

RECEIVED-F

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

08 NOV 17 AM 9:31

COMMISSION
CLERK

FPSC, CLK - CORRESP	<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties
DOCUMENT NO. 002		DISTRIBUTION: 50

November 7, 2008

Re Docket # 080121-WS

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CHARLOTTE A SPENCE
52 LAKE GRIFFIN DR
FRUITLAND PARK, FL
34731

Charlotte A Spence

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

Re Docket # 080121-WS

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Richard Amiel RICHARD AMIEL
55 Wintergreen Drive
Fruitland Park, FL 34731

RECEIVED

08 NOV 17 AM 9:31

COMMISSION
CLERK

PPSC, CLK - CORRESPOND	Parties <input checked="" type="checkbox"/>
Administrative <input type="checkbox"/>	DOCUMENT NO. 02416
DISTRIBUTION: ECR 16	

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

Re Docket # 080121-WS

Dear Sirs, Madames:

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Margaret E. Cline
55 Wintergreen Rd
Fruitland Bk Fl 34731

RECEIVED-
08 NOV 17 AM 9:31
COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties
DOCUMENT NO. 0011
DISTRIBUTION: ECR

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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08 NOV 17 AM 9:31
COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE
<input type="checkbox"/> Administrative <input checked="" type="checkbox"/> Parties <input checked="" type="checkbox"/> Con
DOCUMENT NO. 02116-0
DISTRIBUTION: BCL, BCL

November 7, 2008

Re Docket # 080121-WS

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Dorothy Bowling
60 Eden Drive
Fruitland Park, FL 34731

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED-FPSC

08 NOV 17 AM 9:29

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. 02419-08		
DISTRIBUTION: ECA, GCA		

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Albert Baker
Betty Baker
13 Driftwood Ln
Fruitland Park FL 34731

RECEIVED-FPS

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

08 NOV 17 AM 9:29

COMMISSION
CLERK

November 7, 2008

Re Docket # 080121-WS

FPSC, CLK - CORRESP	<input type="checkbox"/> Administrative <input type="checkbox"/> Parties
DOCUMENT NO. 02	DISTRIBUTION: 17

Dear Sirs, Madames:

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U+
DERAYUNAS
63 LAK SLIPPER DR
FRUITLAND PARK FL 34731

RECEIVED-F

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

08 NOV 17 AM 9:29

COMMISSION
CLERK

November 7, 2008

Re Docket # 080121-WS

Dear Sirs, Madames:

FPSC, CLK - CORRESPONDENCE	<input type="checkbox"/> Administrative <input type="checkbox"/> Parties
DOCUMENT NO. 0241	DISTRIBUTION: BCA

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James Coning
49 Lake Griffin Dr
Fruitland Park FL 34731
James Coning

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED-FF
08 NOV 17 AM 9:29

COMMISSION
CLERK

November 7, 2008

Re Docket # 080121-WS

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James Pearson *Michael Bernd*

*65 Release to
Shumard Oak
32.34731*

Charles E. Jones

FPSC, CLK - CORRESPONDER
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input type="checkbox"/> Cons
DOCUMENT NO. 02419-08
DISTRIBUTION: ECR, 601

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED-FPSC

08 NOV 17 AM 9:28

COMMISSION
CLERK

November 7, 2008

Re Docket # 080121-WS

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E. R. & D. J. Huber
Lakeside Terrace
43 Winkergreen Dr.
Fruitland Park, FL 34731

E. R. & D. J. Huber
D. J. Huber

11/11/08

11-13-08

FPSC CLK - CORRESPONDENT
☒ Administrative ☐ Parties ☐ Consu
DOCUMENT NO. 080121-01
DISTRIBUTION: ECR, GLL

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED-FPS

08 NOV 17 AM 9:28

COMMISSION
CLERK

November 7, 2008

Re Docket # 080121-WS

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*Boye and Doris Patterson
67 Terrace Drive
Fruitland Park, FL 34731*

FPSC, CLK - CORRESPONDENCE	<input type="checkbox"/> Administrative	<input type="checkbox"/> Public
DOCUMENT NO. 006		
DISTRIBUTION:		

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Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

08 NOV 17 AM 9:24

COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE	Parties
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties
DOCUMENT NO.	02410
DISTRIBUTION	ECG

November 7, 2008

Re Docket # 080121-WS

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.

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William C Roberts
17 Sun Rise Ln Fruitland Ph Fla 34731

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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COMMISSION
CLERK

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

November 7, 2008

Re Docket # 080121-WS

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Ralph D. Kelly
45 WINTER GREEN DR.
GRUHLAND PARK FLA 32308

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Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

08 NOV 17 AM 9:24

November 7, 2008

COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE	<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties
DOCUMENT NO. 080121		DISTRIBUTION: BCC

Re Docket # 080121-WS

Dear Sirs, Madames:

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31 Sunrise Lane
Lakeside Terrace
Tallahassee, FL 34731

Robert P. Welling
Lorrie M. Welling
31 Sunrise Lane
Lakeside Terrace
Tallahassee, FL 34731

← → 31 Sunrise Lane
Lakeside Terrace
Tallahassee, FL 34731

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

Re Docket # 080121-WS

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*Cheryl & Jim Hester
13 Lakewood Lane
Fruitland Park Fla 34731*

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08 NOV 17 AM 9:28

COMMISSION
CLERK

PPSC, CLK - CORRESPOND	Parties <input checked="" type="checkbox"/>
<input type="checkbox"/> Administrative	DOCUMENT NO. 080121-WS
DISTRIBUTION: ECBL	

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

Re Docket # 080121-WS

Dear Sirs, Madames:

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08 NOV 17 AM 9:23

COMMISSION
CLERK

FPSC, CLK - CORRESPOND	<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties
DOCUMENT NO. 02416	DISTRIBUTION: ECA	

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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Yours Truly
Phillippe & Elizabeth Brunet
63 E. Glen Dr.
Muntland Pk., Fl. 34731

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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08 NOV 17 AM 9:23

COMMISSION
CLERK

November 7, 2008

Re Docket # 080121-WS

Dear Sirs, Madames:

FPSC, CLK - CORRESP	<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties
DOCUMENT NO. 024		
DISPOSITION: EC		

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Phyllis Cobbett
15 Driftwood Lane
FRUITLAND PARK FL 34731

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

Re Docket # 080121-WS

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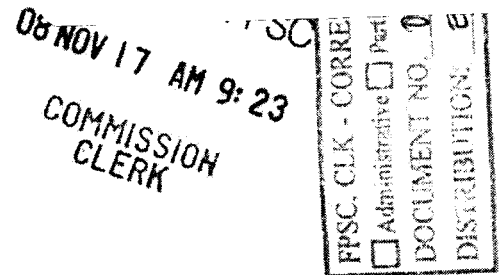
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Thank-you
Marion L. Frank
11 Sunrise Lane
Fruitland Park, FL 34731



Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

Re Docket # 080121-WS

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Norma Collins
52 Wintergreen Dr.
Huntland Park Fl. 34731

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08 NOV 17 AM 9:23
COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE	Parties to
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties to
DOCUMENT NO. 021	DISTRIBUTION: 20

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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COMMISSION
CLERK

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

November 7, 2008

Re Docket # 080121-WS

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Jeanne & Meredith Lahr
13 Island View So
Mustard PK FL 3473,

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

Re Docket # 080121-WS

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Marvin & Faye Adams
62 Wintergreen Dr
Fruitland Park, FL 34731

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08 NOV 17 AM 9:21

COMMISSION
CLERK

FPSC, CLK - CORRESPOND	Parties <input checked="" type="checkbox"/>
Administrative <input type="checkbox"/>	DOCUMENT NO. 080121-WS
DISTRIBUTION: 2008	

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

Re Docket # 080121-WS

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Mary + George Haugler
Lakeside Terrace *49 Terrace Dr*
Fruitland PK FL 34731

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08 NOV 17 AM 9:20

COMMISSION
CLERK

FPSC, CLK - CORRESPOND	Parties <input checked="" type="checkbox"/>
Administrative <input type="checkbox"/>	DOCUMENT NO. 02416
DISTRIBUTION: E 0216	

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

Re Docket # 080121-WS

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Carl E. Brewer
Patsy A. Brewer
20 DAFTWOOD LN,
FRUITLAND PARK, 34731

Marcia Reels and

RECEIVED
08 NOV 17 AM 9:19

COMMISSION
CLERK

FPSC, CLK - CORRESP.	<input checked="" type="checkbox"/>
Administrative	<input type="checkbox"/>
Partic	<input type="checkbox"/>
DOCUMENT NO.	080121-0
DISTRIBUTION	ECR, G

REC

08 NOV 17 AM 9:18

COMMISSION
CLERK

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

Re Docket # 080121-WS

Dear Sirs, Madames:

FPSC, CLK - CORRESPOND	<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	DOCUMENT NO. 080121-WS	DISTRIBUTION: ECA, G
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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.

William R. Haman
26 Lakewood Ln
Fruitland PK, FL 34731

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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. 02419-08		
DISTRIBUTION: ECR, b6, b7C		

COMMISSION
CLERK
11 17 AM 9:18
ED-FPSC

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.

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*Amey K. Sullivan
P. Valencia-Torres
Grandland Park 11/13/08*

Tel 4352-2312

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. 02419-09		
DISTRIBUTION: FCR, GCI		

RECEIVED-FPSC
08 NOV 17 AM 9:18
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.

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*Eugene T. Sullivan
& Labriola Drive
Fruitland Park FL 34731
352-326-2312*

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. 080121-08		
DISTRIBUTION: ECA, GCV		

RECEIVED-FPSC
08 NOV 17 AM 9:16
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.

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*Roy Davidson
Sylvia Davidson
23 Lakeside
Fruitland Pk, Fla*

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

Re Docket # 080121-WS

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.

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Kenneth Stevenson
89 L. Griffin Dr.
FP, FL 34731
Kenneth Stevenson

RECEIVED-FPS

08 NOV 17 AM 9:15

COMMISSION
CLERK

FPSC. CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02119-08		
DISTRIBUTION: ELR, BU		

FPSC CLK - CORRESPONDENCE
<input checked="" type="checkbox"/> Public <input type="checkbox"/> Consumer
DOCUMENT NO. 02419-08
DISTRIBUTION: ECR 1611

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

Re Docket # 080121-WS



RECEIVED-FPSC
NOV 17 AM 9:14
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.

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Heidi L. Burdin *James A. Fausch*

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. 02419-09		
DISTRIBUTION: <i>CLERK</i>		

RECEIVED-
FPSC
17 AM 9:13
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.

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Ann Reeves
P.O. Box 605
Fruitland Park, FL 34731-0605

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

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

Angelica Beetz
43 Terrace Dr
Fruitland Park, FL 34731-6390

Re Docket # 080121-WS

RECEIVED-FPSC
8 NOV 17 AM 9:19
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.

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Angelica Beetz and
Christine Caiado

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED-7
08 NOV 17 AM 9:13

November 7, 2008

Re Docket # 080121-WS

Dear Sirs, Madames:

COMMISSIONER, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 080121-08		
DISTRIBUTION: ECR, GCM		

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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Dorothy Burton
14 Driftwood Lane
Fruitland Park, Fl.

RECEIVED-FPSC
08 NOV 17 AM 9:13
COMMISSION
CLERK

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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. 02419-08		
DISTRIBUTION: ECA:BLV		

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.

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Andree Van Beynen
Fruitland Pls, FL 34731 55 Eden Dr.

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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. 02419-08		
DISTRIBUTION: ELP, BLU		

RECEIVED-FPSC
08 NOV 17 AM 9:12
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.

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Andrew and Corinne Harash
39 Lakewood Dr.
Truettland Pk., FL 34731

Corinne Harash
Andrew Harash

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

08 NOV 17 AM 9:11

COMMISSION
CLERK

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. 0819-08
DISTRIBUTION: ECA, GCL

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Kristine J. Mason

56 EDEN DR.

FRUITLAND PARK, FL 33731-6336

RECEIVED

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

08 NOV 17 AM 9:10

COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE	<input checked="" type="checkbox"/> Parties
<input type="checkbox"/> Administrative	<input type="checkbox"/> Other
DOCUMENT NO. 0446	DISTRIBUTION: ECA

November 7, 2008

Re Docket # 080121-WS

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.

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Charles E. Barons
Nancy A. Barons
for at 418
Lakeside Terrace 11/15/08

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

Re Docket # 080121-WS

Dear Sirs, Madames:

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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.

352-326-5380

Ruby A. Phillips
Bronson E. Phillips
47 Terrace Drive
Fruitland, Park, FL 34731

RECEIVED
08 NOV 17 AM 9:10
COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE	<input checked="" type="checkbox"/> Parties
<input type="checkbox"/> Administrative	<input type="checkbox"/> Public
DOCUMENT NO. 02416	
DISTRIBUTION: ECR	

RECEI

08 NOV 17 AM 9:10

COMMISSION
CLERK

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

Re Docket # 080121-WS

Dear Sirs, Madames:

FPSC, CLK - CORRESP
☐ Administrative ☐ Parties
DOCUMENT NO. 024
DISTRIBUTION ECR

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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Nancy Smith
Robert E. Smith
48 Edgewood Drive
Fruitland Park, FL 34731

RECEIVE

08 NOV 17 AM 9:09

COMMISSION
CLERK

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

Re Docket # 080121-WS

Dear Sirs, Madames:

FPSC, CLK - CORRESP	Parties
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties
DOCUMENT NO. 024	
DISTRIBUTION: 50	

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William E. Griffin
Marie S. Griffin

61 Wintergreen Dr.
61 Wintergreen Dr.
Brutland, Ok, FL 34731

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>02419-08</u>		
DISTRIBUTION: <u>ELR, GCL</u>		

RECEIVED-FPSC
08 NOV 15 AM 9:08
COMMISSION
CLERK

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Dorothy Doerr

Dorothy Doerr
36 Lake Griffin Drive
Fruitland Park, FL 34731-6342

RI

08 NOV 17 AM 9:08

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. 02419-08		
DISTRIBUTION: ECR, GUA		

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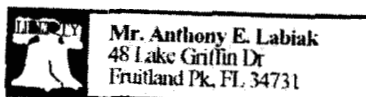
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A E Labiak

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

Re Docket # 080121-WS



Donna Sanders
33 Lake Griffin Dr.
Fruitland Pk, FL 34731

PPC	FILED
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties
DOCUMENT NO. 08416	
DISTRIBUTION: ECR16	

Dear Sirs, Madames:

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*I'd like too know if you can live on \$250.00
a week as I'm trying to do. try it one month
Already cut Cabel. TV. Donna Sanders - Lake side
resident -*

RI

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

08 NOV 17 AM 9:07

COMMISSION
CLERK

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. 02419-08		
DISTRIBUTION: ECL, GCL		

Dear Sirs, Madames:

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*Franklin Hamilton
8 Clubhouse Dr.
Truitt Park H 34731*



Dorothy Thompson
64 Eden Dr
Fruitland Park, FL 34731



Florida Public Serv.....
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. 02419-08		
DISTRIBUTION: BCR, GCU		

RECEIVED-FPSC
08 NOV 17 AM 9:07
COMMISSION
CLERK

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Dorothy Thompson
(352-728-0741)

REC

08 NOV 17 AM 9:05

COMMISSION
CLERK

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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. 0419-08		
DISTRIBUTION: ECR, GCU		

Dear Sirs, Madames:

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Sam + Dolores Lerda
12 Clubhouse Dr.
Fruitland Park FL 34731
Lakeside Terrace

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED

08 NOV 17 AM 9:04

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. 080121-08		
DISTRIBUTION: CLK, CLK		

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Wendy C. Freeburg
39 Lake Suffern Dr.
Fruitland Park, Florida
34731

Marjorie S. Freeburg
39 Lake Suffern Dr.
Fruitland Park, FL 34731

RECEIVED

08 NOV 17 AM 9:03

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 7, 2008

Re Docket # 080121-WS

Dear Sirs, Madames:

COMMISSION CLERK		PSC. CLK - CORRESPONDENCE	
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer	
DOCUMENT NO.		02419-08	
DISTRIBUTION:		ECLA GCL	

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James + Janette
50 Eden Drive
Fruitland Park, Fl.
34731

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>02419-08</u>		
DISTRIBUTION: <u>ELR, GCL</u>		

RECEIVED-FPSC
08 NOV 17 AM 9:03
COMMISSION
CLERK

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Ken Buscher
64 Wintergreen Drive
Maitland, FL 34731

Ken Buscher

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

RECEIVED-FPSC

08 NOV 17 AM 9:03

COMMISSION
CLERK

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.

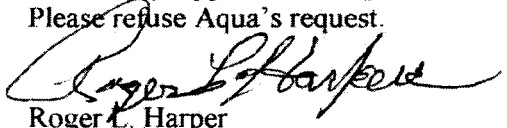
The utility cites the past expenses of \$580,000.00 in improvement of the mains and water treatment plant. I do not find any mention of the term of amortization of these expenses. Do they wish to re-coupe their investment over a one-year or ten-year period? What is the life expectancy of the new water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

FPSC, CLK - CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02419-08
DISTRIBUTION: FCRL/622

RECEIVED-TRSU

08 NOV 17 AM 9:02

COMMISSION
CLERK

JOHNNY R. GREER

520 Howards Creek Church Road
Boone N. C.
28607

November 12, 2008

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

Dear Governor Crist, PSC Commissioners, and Putnam Co. Commissioners,

As owners of 110 & 112 Tempest St. Interlachen, FL 32148, another rate increase for Aqua Utilities and identified by docket # 080121-WS is very upsetting to my wife and I.

The base rate already commission approved puts undue hardship on non residents like us that have enjoyed your winter sunshine for two or three months a year. Aqua Utilities already receives a unfair base rate from seasonal, low usage users. We are forced to pay high monthly rates for non use months because a disconnect while gone means a connect fee of in excess of \$100.00 now which would more than double with the new rate. This unreasonable fee would be less than \$15.00 to a new customer that connected the same address 1 to 12 months later. Also, Aqua Utilities does not furnish their customers with a interface or cut off at the water meter so their customers can have water line work done or protect themselves from leaks. After being billed two different times for water leak usage we bough our own cutoff that was placed by the water company but they removed their cutoff when they placed ours. One leak was at the first joint from the water meter and was probably caused by work at the meter.

Florida is gouging us on utilities, taxes and insurance, not to mention the lack of security resulting in a high rate of theft that we endure, so it looks like our property will join those for sale next month.

What happens when all of your low valued homes are housing people that cannot pay the high cost of ownership? What happens to the "Golden Egg".

Sincerely,
Johnny R. Greer



R

08 NOV 17 AM 9:01

COMMISSION
CLERK

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. 02419-08		
DISTRIBUTION: ECB, GCU		

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.

Hubert + Debbie Porterfield
19 Island View S.
Fruitland Park FL 34731

Richard Nord
35 Pinecrest Street, Lake Placid, FL 33852
402-290-9210

Tuesday, November 11, 2008

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0805

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 0249-08		
DISTRIBUTION: ECR, GLL		

RECEIVED-FPSC
08 NOV 17 AM 9:01
COMMISSION
CLERK

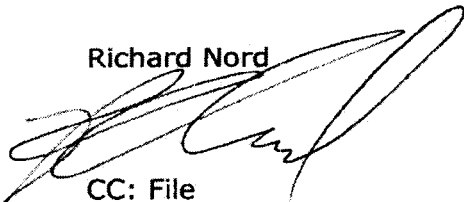
Re: Docket #080121-WS
Aqua Utilities Florida, Inc

To whom it may concern:

It is very hard for us to understand how Aqua Utilities can be allowed to raise their rates. We live in Covered Bridge, Lake Placid, FL and our water is terrible. It smells, tastes terrible and is always cloudy. Recently it had so much chlorine in it, that it ruined clothes and burned your eyes while showering. Personally, we had to empty and refill our hot tub several times (that's 180 gallons each time), because we could not get the chemicals adjusted correctly. That's a lot of wasted water and money. Who is going to reimburse us for that? We did call Aqua and they were going to send someone out for an adjustment, but we never saw nor heard from anyone. At one point we had asked one of Aqua's Representatives to join us at a Homeowners meeting so that he might explain the problems, but he refused saying 'why should I listen to the complaints of a lot of people'. Not good for customer relations.

We sure hope that the Commission will take our complaints into consideration when debating whether or not Aqua should be allowed to raise their rates. Thank you very much.

Richard Nord



CC: File
RN/an

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

RECEIVED

08 NOV 17 AM 9:00

COMMISSION
CLERK

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:

Back in August of 2007 the people of this community 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 it is not good. Every one here has a filter on the water system in some way, and everyone is purchasing a outside filter system so that at least we can have water to drink that will not make us sick.

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,

Henry Tardiff
52 Jasmine Street
Lake Placid, Florida 33852

RECEIVED-FPSC

08 NOV 12 AM 10:33

COMMISSION
CLERK



Mitchell Farris
106 Oak Grove St.
Lake Placid, FL 33852-9337

FPSC, CLK - CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02419-08
DISTRIBUTION: 12/14/12

11-7-08

To whom it may concern,
We ARE CUSTOMERS of AQUA
WATER FL.

We ARE WRITING you ABOUT
THE QUALITY OF THE WATER ALONG
WITH THE COST,

AT ONE POINT A FEW WEEKS
AGO IT SMELLED (LIKE ROTTEN EGGS.)
SO BAD THAT WE HAD TO USE
BOTTLED WATER TO BRUSH OUR TEETH.

WE DO NOT DRINK THE WATER,
WE BUY BOTTLED WATER BECAUSE
OF THIS WATER. WE ALSO NEVER
KNOW WHEN IT WILL HAVE TO
MUCH CHLORINE IN IT. PEOPLE
HERE AT COVERED BRIDGE HAVE

(2)
HAD clothes Bleached out To
The point THAT They ARE
Ruined.

We do NOT THINK THAT
AGUA WATER FL SHOULD A
RATE INCREASE AT THIS TIME
When The quality of the
WATER is SO BAD.

THANK you for anything
you can do for us.

Mitchell E. & Charlotte
Farrar

RECEIVED-FPSC
08 NOV 12 AM 8:25
COMMISSION
CLERK

**TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 080121-WS**

**APPLICATION FOR INCREASE IN WATER RATES IN HIGHLANDS COUNTY, FLORIDA
BY AQUA UTILITIES FLORIDA, INC.
Date Issued: October 14, 2008**

Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water and wastewater base rate increase occurred in October 1996, and this is the Utility's first rate request since acquiring these systems in July 2004. Since then, the Utility has invested nearly \$170,000 in your community's infrastructure to improve the quality and reliability of water and wastewater services. Specifically, the Utility is upgrading lift stations that pump waste from collection points in the system to the wastewater treatment plant, as well as replacing and rehabilitating deteriorated equipment at wastewater facility. For your water system, the Utility is replacing valves and adding treatment processes to improve water quality. A rate increase is necessary for the Utility to be given an opportunity to recover those additional expenses.

RECEIVED-FPSC

08 NOV 12 AM 9:54

COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE	
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 08-114-08	
DISTRIBUTION: ELR, GCL	

opportunity to recover those additional expenses.

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

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

Highlands County Library
319 W. Center Avenue
Sebring, Florida 33870
Phone: 863.402.6716

The remaining tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Final hearings – December 8 -11, 2008, at the Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850.

- | | |
|--|-------------------------------|
| 1. Prehearing Conference | Dec. 1, 2008 (Tallahassee) |
| 2. Hearing | Dec. 8-11, 2008 (Tallahassee) |
| 3. Briefs Due | Dec. 30, 2008 |
| 4. Staff Recommendation/Revenue Requirements | Jan. 30, 2009 |
| 5. Special Agenda/Revenue Requirements | Feb. 11, 2009 |
| 6. Staff Recommendation/Rates | Feb. 19, 2009 |
| 7. Agenda/Rates | Mar. 3, 2009 |
| 8. Final Order | 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.

Leisure Lakes - Water

Residential & Commercial	Current Rates	Commission Approved Interim Rates	Utility Proposed Final Rates
5/8" X 3/4"	\$8.24	\$10.16	\$21.92
3/4"	\$12.36	\$15.25	\$32.89
1"	\$20.60	\$25.41	\$54.81
1-1/2"	\$41.16	\$50.78	\$109.62
2"	\$65.89	\$81.29	\$175.39
3"	\$131.74	\$162.54	\$350.79
4"	\$205.84	\$253.96	\$548.10
6"	\$411.71	\$507.95	\$1,096.21
8"	\$658.74	\$812.73	\$1,753.93
10"	\$946.92	\$1,168.26	\$2,521.28
Gallonage - Residential			
Block 1, 0-5,000	\$4.99	\$6.15	\$3.80
Block 2, 5,001-10,000	\$4.99	\$6.15	\$4.76
Block 3, >10,000	\$4.99	\$6.15	\$4.76
Gallonage - Commercial	\$4.99	\$6.15	\$3.80
Fire Protection			
2"	\$5.49	\$6.77	\$14.62
3"	\$10.97	\$13.54	\$29.23
4"	\$17.15	\$21.16	\$45.68
6"	\$34.32	\$42.34	\$91.35
8"	\$54.89	\$67.73	\$146.60
10"	\$78.92	\$97.36	\$210.11

Leisure Lakes - Wastewater

RECEIVED-FPSC
08 NOV 12 AM 8:23
COMMISSION
CLERK

	Current Rates	Commission Approved Interim Rates	Utility Proposed Final Rates
Residential			
All meter sizes	\$16.64	\$31.36	\$45.26
Gallage cap (gallons)	6,000	6,000	6,000
Gallage Charge per 1,000 gallons	\$3.37	\$6.35	\$8.73
Residential Flat Rate	\$23.93	\$45.09	\$112.65
General Service Flat Rate	\$23.93	\$45.09	\$701.21
Commercial			
5/8" X 3/4"	\$16.64	\$31.36	\$45.26
3/4"	\$24.92	\$46.96	\$67.89
1"	\$41.57	\$78.34	\$113.14
1-1/2"	\$83.10	\$156.60	\$226.29
2"	\$132.95	\$250.54	\$362.06
3"	\$265.90	\$501.08	\$724.12
4"	\$415.46	\$782.92	\$1,131.40
6"	\$830.92	\$1,565.84	\$2,262.89
8"	\$1,329.47	\$2,505.33	\$3,620.62
10"	\$1,911.11	\$3,601.41	\$5,204.65
Gallage charge	\$4.04	\$7.62	\$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 Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.

AQUA UTILITIES FLORIDA
6960 PROFESSIONAL PARKWAY E
SARASOTA FL 34240

PRESORTED
FIRST-CLASS
US POSTAGE
PAID
MANASOTA FL
PERMIT # 9

|||||
JUDITH CLYMER
131 PARKVIEW CIR
LAKE PLACID FL 33852-6010

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

RE

08 NOV 12 AM 9:24

COMMISSION
CLERK

November 6, 2008

To whom it may concern:

I am writing to protest the proposed water rate increases in our community. We live in Highlands County and have a Lake Placid mailing address. Aqua Utilities has proposed unconscionable increases for water and sewer rates that will nearly triple the rates for those essential services.

As a taxpayer and resident of Highlands County, I feel that this increase is far beyond what one would realistically expect. In fact the proposed rate increases are so serious that I am prepared to accuse them of malfeasance. As a public utility they are not supposed to operate a scam, which in my opinion their proposed increases are.

I would hope that the Florida Public Service Commission would give due and careful consideration to this proposal and reject it out of hand.

Thank you,


Charles M LeCrone

128 Parkview Circle

Lake Placid, FL

217-774-3949

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

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

RECEIVED-PPSC
08 NOV 12 AM 8:47
COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 0249-08
DISTRIBUTION: ECR, BCL

Name M/M William C. Rurey

7315 Mimosa Drive
Port Richey, FL 34668

Address _____

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

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

My wife and I are definitely opposed to the
excessive rate increase that has been requested
by Aqua. During these tough economic times,
a 170% is way off the wall and you, as
elected officials representing the people should
not even consider such a travesty.

We realize that everything is on the
increase and that we have to pay more for
services but a more modest increase, 10 to 20%
would not be unreasonable.

We hope that you are reasonable on this
important matter and that we will see you
do the sensible thing for the rate payers.

Fold and tape - see back for address

M/M William C. Rurey
7815 Mimosa Drive
Port Richey, FL 34668

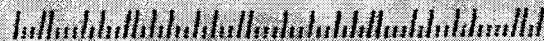
SACN PETERSBURG FL

20 NOV 2008 PM 7 L

Docket No. 080121-WS
Late Filed Exhibit 193
Page 420 of 562

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

32399-0850



Fold Here

Tape

Fold Here

Application for a rate increase in Alachua, Brevard, DeSoto, Highlands, La
Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Was.

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 0241908
DISTRIBUTION: ECR, CLK

Name Robert B. Spencer

Address 4548 Madison Ave

Zephyr Hills, FL 33541-2113

COMMISSION
CLERK

08 NOV 12 AM 8:47

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

I live in Zephyrshores Park. To
have drinking water I either have
to buy bottled ~~water~~ water or have
filters of which I have two. One
for the entire house and another
for the kitchen sink.

They also charge for waste water
for every gallon of water that goes
thru the water meter.... Never
does all of the water go to waste water.

The President of the company was to a
meeting in our park last spring with the
local managers. Every question asked the
President had no answer. His answers
were always I don't know or I will ~~not~~ have
to look into that. A company run this way
does not need a rate increase.

Fold and tape - see back for address

Robert B. Spencer

Mr. & Mrs. Robert Spencer
4545 Madison Ave.
Tallahassee, FL 32341-2113

TAMPA FL 335
CREDIT DEPOSITED
10 NOV 2009 PM 2 4

Docket No. 080121-WS
Late Filed Exhibit 193
Page 422 of 562

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



Fold Here

Tape

Fold Here

FPSC, CLK - CORRESPONDENCE

☐ Administrative ☐ Parties ☒ Consumer

02419-08

ELR. 0616

RECEIVED-FPSC

08 NOV 12 AM 8:41

Jean M. Westerfield
108 Edgewater Dr. S.
Lake Placid, Fla.

33852

Dear Sir,

COMMISSION
CLERK

This letter is to state my opposition to "Aqua Utilities" proposed rate increase in Highlands county. Docket # 080121-WS. This is truly a hardship for all of us and totally unacceptable.

The quality of the water is inferior and has an unpleasant odor. It has also ruined clothing because of the chlorine content.

This action on Aqua's part is forcing us to consider relocating.

Please take this under advisement and let our voices be heard.

An unhappy Floridian,
Jean M. Westerfield

RECEI

08 NOV 12 AM 8:40

COMMISSION
CLERK

185 Woodside Drive
Lake Placid, Florida 33852
November 9, 2008

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Re: D. No. 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>ECR, GCL</u>		

We are writing to express our objection to the proposed rate increase in our water/wastewater charges from Aqua Utilities Florida, Inc.

They are requesting extremely high rates from our small retirement community to recover their repair expenses. Once recovered, then what? Continued high rates.

If indeed they have invested \$170,000 in repairs or upgrades, it was money ill-spent. We have lived in Florida over 50 years and have never had such poor quality water. There is an odor at times, black scum that forms around faucets, showerheads and toilets to say nothing of the surprise of super-strength chlorine. Just hope you are doing white laundry that day.

We do not feel safe consuming this water and so purify it by the gallon or buy bottled water and have installed a house filter to help with odor and remove some of the contaminants. More expense!

In closing, let us say that naturally rates and costs do go up. This increase, however, seems outrageous.

Sincerely,

Richard and Donna Rowe

copy: Representative Denice Grimsley

To whom it may concern:

11-8-08

I am complaining about the recent increase in water and sewer usage by the Aqua Utilities Florida, Inc. company.

We are paying \$41.52 before we ever use a drop of water. We are paying \$10.16 base charge for water, up from \$8.24 and the sewer base charge is \$31.36, up from \$16.64, double from what it was. The rate for gallons has gone from .0049 per gallon for water to .00615 per gallon. The sewer went from .00337 per gallon to .00635 per gallon. Our total bill for 2900 gallons for one month is \$77.78.

The water is absolutely horrible at certain times. Sometimes there is so much chlorine in the water that it takes your breath away when you turn on the faucet. Other times it smells like a sewer. There have been times I thought I was drinking poison. After you wash and dry a load of towels and you take a bath, as you dry your face, it stinks - it should smell nice and fresh.

Incidentally, I live in Covered Bridge in Lake Placid, Florida. I am not alone in the way I feel - everybody is complaining. We talk with other people from Lake Placid, who have other water companies and they can't believe what we are paying.

I think they should be investigated.

Thank you,
Patricia Spengler
65 Pinecrest St.
Lake Placid, Fl. 33852
863-699-6168

Patricia Spengler

RECEIVED-FPSC
08 NOV 12 AM 8:27
COMMISSION
CLERK

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

RECEIVED

08 NOV 12 AM 8:23

COMMISSION
CLERK

November 10, 2008

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

RE: Docket Number 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. <u>02419-08</u>		
DISTRIBUTION: <u>ECB, bcl</u>		

We would like to register a complaint against Aqua Utilities FLA, Inc., regarding the current rate increase and the proposed increase.

We are residents of Covered Bridge in Lake Placid, Florida, and our water system service is Aqua Utilities. Covered Bridge is a 55+ community in which most all residents are on a fixed income. Everyone was shocked when our October water bills arrived as most bills had doubled or even tripled. In a few days after receiving our bills, we received the notice of rate increase. (Enclosed with this letter is a copy of the notice of Application for Increase in Water Rates in Highlands County, Florida, by Aqua Utilities Florida, Inc.).

Aqua Utilities claims to have invested nearly \$170,000 in the community's infrastructure to improve/upgrade service and water quality. Over the last several months, we have been without water service completely on different days for several hours. Also, on at least two occasions, some residents have ruined clothes in their washers since the water contained too much chlorine—so much chlorine the water bleached the color from their items washed. Plus, based on the smell and the taste of the water during those periods, it seemed obvious the water would be unsafe to drink or use for cooking. Could this “nearly \$170,000” expense for upgrades be due to the new meters that were installed by the utility service's choice? This was not the residents' choice; we had no choice in this matter. We feel these charges are outrageous.

We appreciate your consideration of this matter and sincerely hope you can be of help regarding our concerns.

Sincerely,

Betty Jean Park

Betty Jean Park
115 Oak Grove Street
Lake Placid, FL 33852

Judith Clymer

Judith Clymer
131 Parkview Circle
Lake Placid, FL 33852

Arlene McCartney

Arlene McCartney
114 Edgewater Dr. S.
Lake Placid, FL 33852

Nov 9, 2006

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 0241908		
DISTRIBUTION: _____		

RECEIVED-FPSC
08 NOV 12 AM 8:23
COMMISSION
CLERK

Florida Public Service Commission

Office of Commission Clerk

2540 Shumard Oak Blvd

Tallahassee, Florida 32399-0850

* Docket # - 080121-WS

CONARY

7731 Lotus Drive

Jasmine Lakes

Port Richey, Florida

34668

To Whom it may Concern,

This is to inform you that my husband + myself work 40+ hrs a week + can not attend any such hearings concerning this terrible increase to the water/sewer rates. We have a family + find this increase in these hard times to be an outrage + will make it very difficult to pay + attend to all other important bills.

Please reconsider this increase as it will only have a very big negative effect on common households.

Thank you for your time!

Sincerely,

(We live at 7731 Lotus Drive
PR, 34668 - Jasmine Lakes)

Diana Conary Scott Conary

4625 WINDY LN

ZEPHYRHILLS, FLORIDA 33541

Nov. 10, 2008

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

PUBLIC SERVICE COMMISSION OF FLORIDA

DOCKET NO. 080121-WS

DEAR COMMISSIONERS:

RECEIVED-FPSC
08 NOV 12 AM 8:22
COMMISSION
CLERK

ENCLOSING MY BILL SERVICE DATES 10-27-08 to 11-19-08
STILL UNABLE TO DRINK IT! TERRIBLE TASTE,
COLOR VARY FROM LIGHT BROWN to YELLOW. YET
WE HAVE TO PAY FOR WATER WE CANT DRINK.
NEED YOUR HELP HERE IN ZEPHYRHILLS. PLEASE
REVIEW THE CD I SHOWED YOU AT THE LAST HEARING
IN LAKE LAND. ABC ACTION NEWS REFUSED to
DRINK IT. I HAD to GIVE them my BOTTLE WATER.

"THANK YOU" FOR ALL YOUR HELP IN THIS RATE CASE.

SINCERELY,

Gus Alexander



Service To:
GUS ALEXAKOS
4625 WINDY LN
ZEPHYRHILLS, FL 33541-2125
Lot: 00000032 Block:

Docket No. 080121-WS
Late Filed Exhibit 193
Page 429 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/se

Bill Date

October 27, 2008

\$ 128.30

November 19, 2008

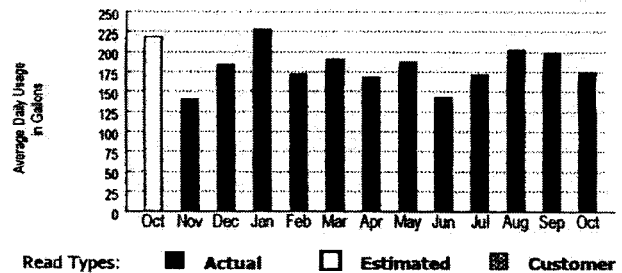
Meter Data

	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
New Meter	56620647	5/8	10/22/08	7	Actual	1300	1,200	Gallons
			10/15/08		Actual	100		
Old Meter	76734205	5/8	10/15/08	23	Actual	445700	4,100	Gallons
*We have exchanged your meter during this billing period.			09/22/08		Actual	441600		
Average Daily Usage = 176 Gallons			Total Days: 30		Total Usage:		5,300	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 140.02
Total Payments Received	140.02
Balance	0.00
Water Base Facility Charge	6.64
5,300 gallons @ \$0.00537 per gallon	28.46
Current Water Charges	35.10
Sewer Base Facility Charge	17.14
5,300 gallons @ \$0.01435 per gallon	76.06
Current Sewer Charges	93.20
Amount Due 11/19/08	\$ 128.30

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.

DOCKET No. 080121-WS

1336431

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL6512018

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

AQUA Water/Sewer Bill

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

Service To:

GUS ALEXAKOS
4625 WINDY LN
ZEPHYRHILLS, FL 33541-2125
Lot: 00000032 Block:

Account Number

000901336 0643998

Total Amount Due

\$ 128.30

Due Date

November 19, 2008

Amount Enclosed

\$ 128.30

Seq=17292 Cyc=33PJ 1up=858305

0643998

*****AUTO**5-DIGIT 33541 C 49 P 58
GUS ALEXAKOS
4625 WINDY LN
ZEPHYRHILLS FL 33541-2125



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

00090133606439980000000128300



Kimberley Pena 080121

From: Ruth McHargue
Sent: Wednesday, November 05, 2008 10:49 AM
To: Ruth Nettles
Cc: Kimberley Pena; Cheryl Bulecza-Banks
Subject: FW: Aqua Utilities Rate Increase

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

Attachments: E-Form Other Complaint TRACKING NUMBER: 15900; E-Form Other Complaint TRACKING NUMBER: 15916

Please add to docket file.

From: Angie Calhoun
Sent: Wednesday, November 05, 2008 9:29 AM
To: Ruth McHargue
Subject: Aqua Utilities Rate Increase

11/10/2008

****CLK OFFICIAL DOCUMENT...**b>**

Kimberley Pena

From: Consumer Contact
Sent: Monday, November 03, 2008 1:48 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 15900

Complaint filed with PSC

Select County: POLK
CUSTOMER INFORMATION

Name: Janet McLaurin
Telephone: 407-396-0101
Email: gonfishn9@juno.com
Address: 8200 Shelley Trail Kissimmee 34747

BUSINESS INFORMATION

Business Account Name: Michael McLaurin
Account Number: 000899521 0642258
Address: 4 Rosalie Oaks Blvd. Lake Wales FL 33898

COMPLAINT INFORMATION

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

Received a utility bill with the interim increase of water for 9-09 thru 10-07. I now am billed in excess of \$56. plus taxes before I use one drop of water. What other utility company does this? I have used many water and electric companies all of my life but never have I seen this unjust billing before. In addition the water quality remains so poor I will not drink it but buy botteled water. Why do I not sell out of the community - there are already ten "For Sale" signs on the street and none seem to be moving, very possibly the retired folks who would normally purchase there can't afford \$150. - \$250. water bills, I know I cannot. PLEASE stop this unfair and injust utility company!

PSC was contacted previously

****CLK OFFICIAL DOCUMENT...****

Kimberley Pena

From: Consumer Contact
Sent: Tuesday, November 04, 2008 8:51 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 15916

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

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:

I'm not happy with Aqua Utilities! Another door tag hung on my door last night at 5:19pm telling me they have a problem and to boil my water! This is the 3rd boil water notice I've gotten since I moved here in 2002! The water in the morning often has a very strong smell and taste of Chlorine. You guys have let them increase the rates so that a person like myself on a fixed income can't afford them. They are ripping us off here in Valencia terrance and the PSC stands by and lets them have their way!!! I also plan to let the attorney General have this information.

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

COMMISSION
CLERK

NOV 10 AM 8:36

RECEIVED-FPSC

Ref: Docket No. 080121-WS

November 7, 2008

We are one of many customers of Aqua Utilities in the Lake Placid area who are outraged by the phenomenal rate increases suggested by the Commission approved Interim rates. The wastewater rate of \$31.36 is almost double the previous rate of \$16.64.

We are gone for almost 6 months of the year. The telephone company gives us a vacation rate and the Electric company charges for usage only! Why is a water utility entitled to charge a fee for zero usage? Enclosed is a copy of our latest bill.

Please consider this information in
determining your decision on rate
adjustment. Thank you.

Yours truly,

Mr. + Mrs. William Novak

103 Oak Grove St.

Lake Placid, Fl. 33852



Service To:
WILLIAM W. NOVAK
103 OAK GROVE ST
LAKE PLACID, FL 33852-9338
Lot: 00000994 Block:

00
10-14-00

Account Number
000882614 0626279
LEISURE LAKES

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

Tel: 877.987.2782

Fax: 866.780.8292

e Mail: custserv@aquaaamerica.com

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

Bill Date

Total Amount Due

Due Date

October 03, 2008

\$ 41.52

October 27, 2008

Meter Data

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	56586974	5/8	10/01/08	33	Actual	16000	0	Gallons
			08/29/08		Actual	16000		
			Total Days:	33		Total Usage:	0	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 26.67
Total Payments Received	26.67
Balance	0.00
Water Base Facility Charge	10.16
Current Water Charges	10.16
Sewer Base Facility Charge	31.36
Current Sewer Charges	31.36
Amount Due 10/27/08	\$ 41.52

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.

Docket No. 080121-WS
Late Filed Exhibit 193
Page 435 of 562

QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

e-mail: custserv@aquaaamerica.com

Fax: 866-780-8292

www.aquautilitiesflorida.com

If you have a billing question or complaint, call or write to us before the due date on your bill. You can contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges. Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment.

EXPLANATION OF TERMS

Actual (A) Read: Meter reading obtained by a company employee or one of our automatic meter reading systems.

Customer Read: Meter reading obtained from our customer.

Employee Identification: All company employees carry an identification card showing their picture and employee number.

Estimated (E) Bill: When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

Late Charge: A penalty on past due balances.

Meter Reading: We attempt to read the water meter every billing period. We either have our meter reader visit your property or obtain the reading through one of our automatic meter reading systems.

Method of Payment: You can pay your bill by any of the following methods:

By mail: Place your check or money order in the enclosed pre-addressed envelope. Put a stamp on the envelope and mail it to us.
Aqua Utilities Florida: P.O. Box 1229, Newark, NJ 07101-1229. DO NOT SEND CASH.

By phone: Customers with bank accounts or credit cards may pay their bills over the phone for a fee by calling this toll free number:
866.269.2906.

ZipCheck®: A program in which your payment is automatically deducted from your bank account. You save the cost of postage and using bank checks. Details and applications are available from the company. Please call our Customer Service Department.

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

Return Check Charge: If for any reason your check is returned to us from the bank, we will add a service charge to your account.

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

Utility Tax: A county service tax.

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

~~RECEIVED~~ FPSC

NOV-7 AM 9:39

COMMISSION
CLERK

November 5, 2008

Dear Sir,

I am writing to dispute the increase of the water rates for Aqua Utilities for Leisure Lakes Water in Highlands County.

Our quality of water is very poor, we have had too much chlorine and have ruined many clothes. The taste is very bad.

The water rate is high enough. We can't afford a increase. Thank you

JOHN and Janet Mann
Edgewater Drive
Lake Placid, Florida

Docket No. 080121-WS

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

FPSC, CLK - CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input type="checkbox"/> Consumer
DOCUMENT NO. 080121-08
DISTRIBUTION: <u>FPSC</u>

Docket # 080121 Nov. 4, 2008
WS
aqua utilities Florida

RECEIVED-FPSC
08 NOV - 7 AM 9:38
COMMISSION
CLERK

Sir This is in response
to application for water rate increase
This is the most ridiculous thing that
I can imagine, The only up grade that
we here in Kings Cove can attest are
the new water meters with electronic
devices which enables reader to read
from truck cab. The content of chlorine
in the water is always over the standard
allowable, if you want a hot cup of
tea at Nite you better use bottle water.

Well enough for what I
call the worst utility in Florida,
almost every one in this sub division
are on fixed income and cannot afford
a rate increase of this nature

this is about the same
category as we had in the days of
Joe Swidersky

Sincerely
Mrs. Hartley C. Inman
35040 Raintree Dr.
Fruitland Park, FL 34731

RECEIVED-FPSC
18 NOV -7 AM 9:32
COMMISSION
CLERK

118 Hillcrest St.
Lake Placid, Fl. 33852

November 5, 2008

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, Fl. 32399-0850

Aqua Utility (D. No. 080121-WS)

To Whom It May Concern:

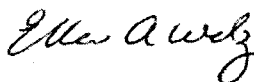
We in the Covered Bridge Community are very concerned about the water rate hike Aqua is requesting. They raised our rate last year and have a raised the sewer rate this year \$20.00 to \$50.00 a month. The sewer rate was a shock to all of us, and now they want to double the rate for water usage.

We are retired and most of us live on social security, with no other income. We bought here when the housing and utilities were low. These raises every year are a shock to our budget. The economy is in such bad shape and getting worse we must choose between meds, food, and utilities. We cannot afford these increases.

Your help in this matter is greatly appreciated.

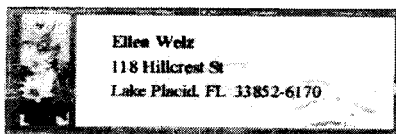
Thank you for your cooperation.

Yours Truly,



Ellen A. Welz

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



RECEIVED

October 31, 2008

08 NOV -7 AM 9:30

COMMISSION
CLERK

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

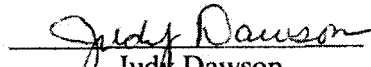
Re: Docket Number D. No. 080121-WS

To Whom It May Concern:

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,


Neil Dawson


Judy Dawson

Neil Dawson
11935 SE 92nd Ave
Bellview FL 32420

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

Stop - Stop - Stop

To Whom It May Concern,

080121

What is going on? Somehow someone needs to help the people. A water bill doubles. How is this allowed? Between family people & senior citizens, like myself, we are being choked. The economy has destroyed a lot of people. How many more need to suffer. We need help. I am the widow of a veteran living on SS only. Do something. Enough is enough.



Ursula Colla
50 Wintergreen Dr
Fruitland Park FL 34731

A disheartened
American Citizen.
Ursula Colla

RECEIVED-FPSC

08 NOV -7 AM 9:27

COMMISSION
CLERK

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

08

Nov - 4 - 0

RECEIVED-FPSC
08 NOV - 6 PM 3:16
Joanna M Taylor
156 PARKVIEW CIR
LAKE PLACID FL 33852
State of Florida
Public Service Comm.
242540 Shumard Blvd
Tallahassee FL 32399
0850

Dear Sir:

This is a letter of Complaint regarding your supposed increase in our water bills. I feel that the increase that you are asking is preposterous. I've lived at this address for "8" years and have had inferior water that has damaged my clothing and smells nasty to the point that I ^{now} buy one of my water to drink + cook with.

Would appreciate your looking into this matter. I live on a fixed income and this makes it harder to get by.

Yours Truly

Joanna M Taylor
156 Parkview Cir
Lake Placid FL 33852
ph # 8434650429

RECEIVED

NOV 16 2008

Florida Public Service Commission
Division of G&S

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02419-08		
DISTRIBUTION: ECR164		

RECEIVED-FPSC

08 NOV -6 AM 9:28

COMMISSION
CLERK

Late Filed, Florida
Nov. 3, 2008

080121

State of Florida
Public Service Commission
2540 Shumaker Blvd
Gallahue, FL 33399

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

Dear Sir:

I am writing to dispute the proposed increase that "Aqua Utilities" is asking. The proposed amount is preposterous. Are they trying to evict the seasonal people? We cannot afford this.

The quality of the water is definitely inferior & smells like sulfur. The chlorine has ruined our clothes.

Please be advised that we are most unhappy and the financial burden it imposes is truly a hardship!!

Patricia Paragosa
135 Arrow Circle
Lake Wales, FL 33852

Thank you,
An unhappy Floridian
Patricia Paragosa

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

RECEIVED-FPSC

08 NOV -6 AM 9:23

COMMISSION
CLERK

To: Florida Public Service Commission, 11-4-08

Regarding the request from Aqua Utilities wanting to increase both the water and sewer rates, I would like to express my feelings on the subject.

Our water in Jasmine Lakes, in Port Richey FL smells so bad you can not drink it or use it for most cooking. We had to buy a filter or else buy our water. The black junk that also comes out of the faucets and in the toilet is terrible.

I really don't think I am the only one in Jasmine Lakes that has this problem. In light of these things a request for an increase without clearing up the problem is out of the question.

Thank You -
Docket Number: Patricia Carl Mueller
(080121-WS) 7520 Bourgenville Dr.
Port Richey, FL 34668

November 2, 2008
48 Venetian Pkwy
Lake Placid, FL 33852

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>		

08 NOV -5 AM 9:23
COMMISSION
CLERK

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

RE: Docket Number 080121-WS

Dear PSC:

We are residents of the Leisure Lakes Water District. The recent proposed increase in Residential rates by Aqua Utilities is outrageous! These increases are TRIPLE what we have been paying.

We understand that improvements have been made, but what percentage is Aqua Utilities absorbing? Presumably they do make a profit on the utility service and should pay for some of the expenses.

Our area in Covered Bridge is almost all retired people living on a fixed income. This increase will be a big financial burden on us. We are appealing to you to make a conservative decision so we can still afford quality water.

Sincerely,

Lois Vara

Lois and Frank Vara

November 3, 2008

FPSC, CLK - CORRESPONDENT		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>02419-08</u>		
DISTRIBUTION: <u>ECR/1061</u>		

08 NOV -5 AM 9:23
COMMISSION
CLERK

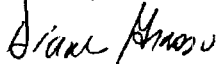
RE; Docket # (080121-ws)

To Whom It May Concern,

This is in regard to the rate increase that Aqua Utilities has taken.

This increase is totally unacceptable it is costing the same price to open your tap as it is to flush the toilet. The water coming out of my kitchen tap smells like rotten eggs, so I am forced to purchase bottle water. The toilet must be scrubbed on a daily basis because of the rust deposits. In these tough economic times this increase is totally unfounded and unreasonable.

Thank you,



Diane Grasso
7827 Kelpie Drive

Don and Jan Thomas
7827 Tropicana Drive
Port Richey, FL 34668
janice_thomas9807@yahoo.com

October 31, 2008

RECEIVED-FPSC
08 NOV -5 AM 9:21
COMMISSION
CLERK

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. 080121-08		
DISTRIBUTION: ECR, GCL		

Gentlemen:

Subject: Rate Increase-Docket No. 080121-WS

This letter is regarding the unreasonable rate increase requested by Aqua Utilities Florida, Inc. I would like to have my monthly pay to be increased by the amount of increase this company wants.

I also have other concerns. They have changed our meters; now our meter readings per month are more than in the past readings. How can this be? If you rinse a cup out and turn it upside down on the sink it leaves a brown ring.

I understand that a company can't stay in business if they never get an increase, BUT this increase is over the top!!

I thank you in advance for being diligent in how much of an increase you allow them to receive.

Very truly yours,

Janice E Thomas
Janice Thomas

October 31, 2008

Florida Public Service Commission
Office of Commission Clerk
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>ECA, CLK</u>		

RECEIVED-FPSC
08 NOV -5 AM 9:20
COMMISSION
CLERK

Docket Number: 080121-WS

To Whom It May Concern:

This letter is sent in protest to a water and sewer rate increase being requested by Aqua Utilities of Florida. The requested increase would put a tremendous financial burden on all Jasmine Lake homeowners and it is not warranted.

Since Aqua Utilities took over the management of the water service we have had rust stains in our toilet bowls which were not seen previously. The water sometimes has a foul smell and a 'slimey' feel. The water faucets in the kitchen and bathroom are deteriorating (only several years old).

We are residents of Jasmine Lakes for 26 years and feel a nominal increase would be acceptable but the outrageous increase being requested is not acceptable. Please deny this increase by Aqua Utilities.

Sincerely,

Gennaro Conte
Gennaro Conte

Darleen Conte

Darleen Conte
10329 Grapefruit Drive
Port Richey, Fl. 34668

FPSC, CLK - CORRESPONDENCE	
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 0249-08	
DISTRIBUTION: ECH, GCL	

11/3/08
RECEIVED-FPSC
08 NOV -5 AM 9:19
COMMISSION
CLERK

Florida Public Service Comm
2540 S Rumard Oak Blvd
Tallahassee, FL 32399

Docket # 080121-WS

To Whom it May Concern:

I live in Lake Placid, FL (Covered Bridge).

Aqua Utilities is trying to raise their rates.

Before the interim rates I was paying approx \$48.00 to \$51.00 monthly. With the interim rate it went up to \$80.28 (for two people in household). If the final rates go through, I will be paying well over \$100.00 monthly.

Covered Bridge is a 55+ Community. Most of us are on fixed incomes, how are we suppose to afford this kind of increase? Plus the quality of the water has not been very good.

I feel this kind of increase should not go through. Thank you.

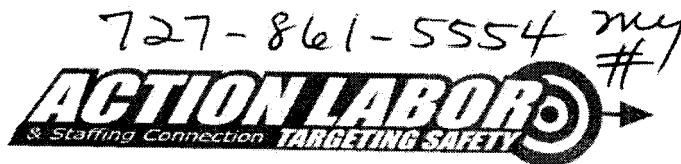
Carol + Elliott Miller
179 Woodside Dr
Lake Placid, FL 33852

COPY: J. TERRELL

Rose Scriven
7839 Pineapple Ln
Port Richey FL 34668-4032



Docket 080121-WS Florida Public Serv. Commission
OFF of Commission Clerk
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850
32399-0850



FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 07419-08
DISTRIBUTION: ECA, GCL

Dear Sirs - 10-31-08

I am a customer
of Aqua Utilities

Docket 080121-WS
and want to let you
know I can't afford
an increase -
my water bill was
\$100.00 this month

Rose Scriven
7839 Pineapple Ln PR FL 34668

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
08 NOV -5 AM 9:21
COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 02419-08
DISTRIBUTION: ECR 6/11

Name David Watkins
Address 33541, Zephyrhills
~~33541~~ 35116 Ada Ave

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 feel price is high enough
Taste of water requires Filters
to use for home. We buy water
to DRINK! Black spots in water

I would like to have our water
tested at 35116 Ada Ave
Zephyrhills 33541, Independently!
tested.

David Watkins
You can pay us for water
we have to buy.

D Watkins
35116
Ada Ave
33541

TAMPA FL 33
SAINT PETERSBURG FL
31 OCT 2008 PM 2



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

32399-0850



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Tape

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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
08 NOV -5 AM 9:18
COMMISSION
CLERK

FP, C, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 02419-08
DISTRIBUTION: 500, 600

Name Robert-Loretchen Damboise

Address 34926 Adam 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.

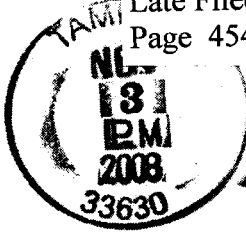

CONSUMER COMMENTS

The water is not good for drinking
IT is TO MUCH in PRICE For what we get
I PAY MORE FOR WATER THON I DO FOR ELECTRIC

Robert Damboise
11/2/08

 **Robert Damboise**
34925 Adam Ave.
Zephyrhills, FL 33541

Docket No. 080121-WS
Late Filed Exhibit 193
Page 454 of 562

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

Fold Here

Tape

Fold Here

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

STATE OF FLORIDA



OFFICE (C)
CYNTHIA
DIRECTOR
(850) 413-6482

Public Service Commission

November 3, 2008

Ms. Diane F. Vitale
1685 Ross Court
Chipley, Florida 32428-2809

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

RECEIVED-FPSC
08 NOV -4 PM 2:06
COMMISSION
CLERK

Dear Ms. Vitale:

Thank you for sending the additional residents' signatures against Aqua Utilities' petition for a rate increase. To give the Commissioners and staff an opportunity to review your original petition and list of additional signatures, I am placing your letter on the correspondence side of the docket file.

Thank you again for taking the time to send us your original petition and subsequent signatures. If you have additional questions or need further assistance, please call our toll-free number, 1-800-342-3552.

Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb

cc: Office of Commission Clerk
Cheryl Bulecza-Banks, Division of Economic Regulation

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

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

RECEIVED-PPSC
08 NOV - 3 AM 9:28
COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 02412-08
DISTRIBUTION: ECH, GLL

Name John + Evelyn Healy

Address 35036 Carl Ave.

Zephyrhills, FL 33541-2175

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 feel an increase in rates is not warranted due to the quality of our water. We can't drink the water out of the tap and were forced to spend \$4,000.00 for a treatment system for our water supply in order to use it at all. It still needs to go through a filter system. There has been no kind of repairs or improvements done to the water system here as long as we have lived here. We should not have to pay for any that was done elsewhere and we don't get any benefit from. The sewer fees should be reduced as the County does all treatments on seewage. Our lines goes to the County system. Therefore there should be no increase unless by the County only. We are adamantly opposed to any kind of rate increases.

John J. Healy
Evelyn L. Healy

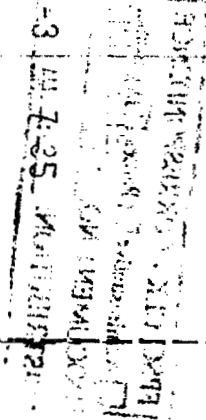
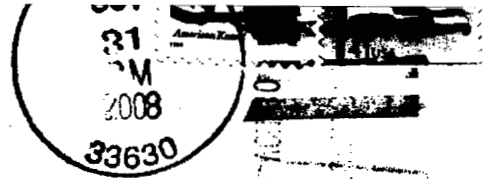
Fold and tape - see back for address

John E. Healy

35036 Carl ave.

Zephyrhills, FL 33541-2175

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



Fold Here

Tape

Fold Here

November 2, 2008

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

Office of Commission Clerk
Florida Public Service Commissioner
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

Re: Aqua Utility (D. No. 080121-WS)

To Whom it may Concern,

As a member of the Covered Bridge Community in Lake Placid, I am very concerned about the water rate hike Aqua is asking for. They raised the water rates last year and have already raised our sewer rates this year between \$20.00 and \$50.00 a month. The sewer raise was a shock to all of us, and now they want to double the rate in our water usage.

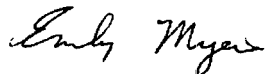
This is a community of retired people who have to live on social security alone. These members of the community bought here when the prices of homes and utilities were low. These raises are a shock to their income.

The homes listed for sale in our community are not selling...as everywhere else...but the cost of water and sewer is one item the potential buyers always look for before going further.

Our residents cannot afford the raise in utilities and cannot afford to move. What a dilemma.

Your help in this matter would be greatly appreciated,

Thank you,



Emily (and Richard) Myers
112 Hillcrest St
Lake Placid, FL 33852

RECEIVED-FPSC
08 NOV - 3 AM 9:21
COMMISSION
CLERK

****CLK OFFICIAL DOCUMENT...****

Kimberley Pena

080121

From: Ruth McHargue
Sent: Friday, October 31, 2008 5:08 PM
To: Ruth Nettles
Cc: Kimberley Pena; Cheryl Bulecza-Banks
Subject: FW: Aqua Rate protest

Attachments: FAX.TIF

Please add to docket file

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

From: Consumer Contact
Sent: Friday, October 31, 2008 9:00 AM
To: Ruth McHargue
Subject: Aqua Rate protest

To CLK

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: 3866771453, 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: 10/31/2008 12:58 AM
Number of Pages: 1
From (CSID): 3866771453
From (ANI):
Sent to DID:

Duration of Fax: 0:00:42
Transfer Speed: 14400

Received Status: Success
Number of Errors: 0
Port Received On: RockForceOCTO+ Port 6



FAX.TIF (22 KB)

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

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!

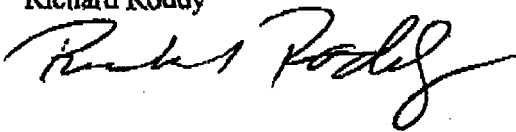
The next day (10/28/08), Dave came to my door at around 10:30am and explained that he JUST RECEIVED a message of the water problem that I reported on the 27th.

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



L. F. HINES
#2 ROSALIE OAKS Blvd.
LAKE WALES, FL 33898

RECEIVED-FPSC

08 OCT 31 PM 4:17

OCT. 27, 2008

DOCKET # 080121-WS

COMMISSION
CLERK

DEAR P.S.C. MEMBERS:

I RECEIVED A LETTER FROM AQUA UTILITIES SAYING THAT SINCE AUG. 2003 THEY HAVE SPENT MORE THAN \$430,000 IN THE INFRASTRUCTURE IN THIS COMMUNITY. I MOVED HERE IN OCTOBER OF 2003. I AM A FULL TIME RESIDENT AND I HAVE NOT SEEN ANY LARGE SCALE CONSTRUCTION GOING ON, SUCH AS REPLACING PIPE. I HAVE SEEN THEM PATCHING SOME LEAKS AND REPLACE ONE LIFT PUMP. THEY DID REPLACE ALL THE OLD METERS BUT THIS WAS DONE FOR THEIR CONVENIENCE SO THEY CAN HIDE DOWN STREET AND READ THE METERS. I THINK THIS SHOULD BE LOOKED INTO VERY CLOSELY, BECAUSE I DO NOT BELIEVE IT IS TRUE.

I AM ENCLOSED A COPY OF MY LAST WATER BILL. THIS IS THE FIRST BILL FOR A FULL MONTH AT THE NEW RATE. I THOUGHT YOU MIGHT BE INTERESTED IN KNOWING WHAT 2500 GAL. OF WATER RUNNING THROUGH MY HOUSE COST. THIS IS ABOUT DOUBLE WHAT MY AVERAGE BILL WAS IN 2007

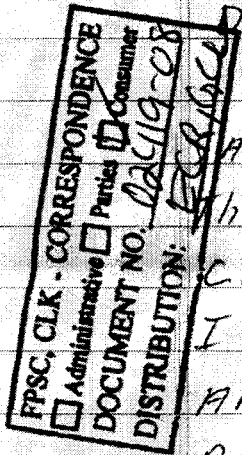
Sincerely

RECEIVED

L. F. Hines

OCT 30 2008

Florida Public Service Commission
Division of SSC





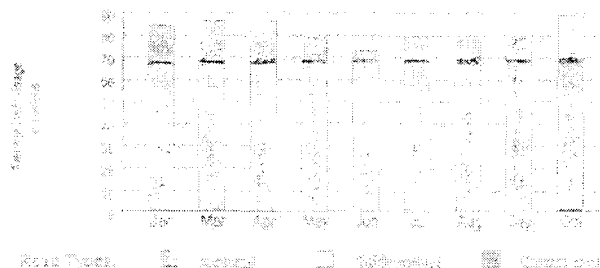
Docket No. 080121-WS
Late Filed Exhibit 193
Page 462 of 562

1. 2015年12月31日，A公司“应付账款”科目贷方余额为100万元，其中明细科目贷方余额有50万元，借方余额有50万元。2016年1月1日，A公司“应付账款”科目贷方余额为120万元，其中明细科目贷方余额有70万元，借方余额有50万元。2016年12月31日，A公司“应付账款”科目贷方余额为150万元，其中明细科目贷方余额有90万元，借方余额有60万元。

TEL: 27 7600 2432
Fax: 2760 290 2222
E-Mail: info@kva.no

[illegible]

Amount Owed from Last Bill	\$ 70.07
Total Payments Received	70.07
Balance	\$ 0.00
Rate - Base Factor Charge	14.51
0.4 gallons @ \$3.6211 per gallon	1.45
Current Meter This Month	14.70
Current Meter Last Month	12.22
2.50 gallons @ \$3.6211 per gallon	9.06
Current Meter Charge	9.07
Delivery Fee	2.00
Current Meter This Month	14.70



Message Center

- * Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct processing of your Aquis payment.

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

F124X354

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

Service To:
LEWIS MILES
220 CALIFORNIA BLVD
LAKE WALES, FL 33994-0446
Lake Wales, FL 33994

AQUA Water/Sewer Bill

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3469

~~SECRET~~ ~~CONFIDENTIAL~~ ~~NOFORN~~

Journal of Management Education 36(7)

AUTOALL FOR AADC 335 C 75 P 101
LEWIS HINES
2 ROSALIE OAKS BLVD
LAKE WALES FL 33898-8446



Account Number

CONCLUSIONS

Yıldırım, A. ve Çelebi, A. (2015).

1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2307, 2308, 2309, 2310, 2311, 2312, 2313, 2314, 2315, 2316, 2317, 2318, 2319, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327, 2328, 2329, 2330, 2331, 2332, 2333, 2334, 2335, 2336, 2337, 2338, 2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2661, 2662, 2663, 2664, 2665, 2666, 2667, 2668, 2669, 2670, 2671, 2672, 2673, 2674, 2675, 2676, 2677, 2678, 2679, 26

[illegible]

Abstract

1. *What is the purpose of the study?*
 2. *What are the research questions?*
 3. *What are the hypotheses?*

2. These people are not eligible to be elected to
 federal office under American law. What
 about the possibility of a coup?

As a result of the above, the authors have concluded that the use of the proposed method is not only effective in the detection of the presence of a fault, but also in the localization of the fault. The proposed method is also effective in the detection of the presence of a fault, but also in the localization of the fault.



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

October 29, 2008
08 OCT 31 AM 7:05

RE: Docket #080121-WS.

Dear Sir,

I am taking this opportunity to protest the proposed rate increases that Aqua Utilities of Florida has filed for. The proposal and interim rates they are using are not fair to the consumer.

Our bill has averaged from \$90 to \$100 a month during the last year. Our bill received for October of this year is \$145.52 with the rates they are now allowed to use until this is settled. Please make sure that they cannot give us this increase in these trying times.

They may be entitled to a raise with the current costs that are making us all suffer. But, I plead with you to allow only a small increase, if any at all. We went through this last year and their increase was denied, please don't make us have to leave this area because of the outlandish rates they charge.

FPSC, CLK - CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 62419-08
DISTRIBUTION: ERL, GLL

Sincerely Yours,

Kenneth L. Shafar
28012 Tammi Drive
Tavares, Florida 32778

RECEIVED-FPSC
08 OCT 31 PM 12:16
COMMISSION
CLERK

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

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

RECEIVED-FPSC

08 OCT 31 AM 9:52

COMMISSION
CLERK

Name Vasquale + Mary Colasurdo

Address 10015 SALIX LN

Port Richey FL 34668 Jasmine Lakes

FPSC CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 02419-08
DISTRIBUTION: ECR 164

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 price increase is outrageous
just with the increase in waste water
we in JASMINE LAKES will be paying
an extra 21.94 a month This is a 100%
increase. This company hasn't done
anything to warrant this kind of increase.
The company we be getting out of Jasmine
and additional 35,104.00 above what
they now received This cannot happen.
At this rate our water + waste water
will cost us over 1200 a year.

Fold and tape - see back for address

PASQUALE G. COLASURDO
MARY H. COLASURDO
10015 SALIX LN.
PORT RICHEY, FL 34668-4041

TALLAHASSEE FL 323
SAINT PETERSBURG FL
29 OCT 2008 PM 4 T

Docket No. 080121-WS
Late Filed Exhibit 193
Page 465 of 562

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
Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

RECEIVED-FPSC
08 OCT 31 AM 9:52
COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE
<input type="checkbox"/> Administrative <input checked="" type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02419-08
DISTRIBUTION: ECR 10/1/08

Name Horace + Alice Atwood
Address 4618 Clarice 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

The price is way higher than other areas

Water was full of dirt particles + dirty when
we returned. Had a pump or washer full
empty to clean it out.

Every year we consume more + pay more.

Water tastes terrible.

Have to buy bottled water for drinking,
put a filter on faucet + still tastes
bad. So on top of high water bill we
have the price of bottled water.

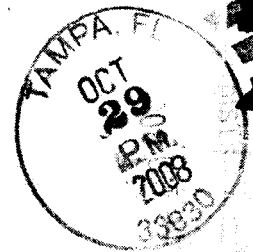
Shouldn't have to pay sewer when
not using it.

Fold and tape - see back for address



MR. HORACE D ATWOOD
4618 CLARICE AVE
ZEPHYRHILLS FL 33541-2105

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



Docket No. 080121-WS
Late Filed Exhibit 193
Page 467 of 562

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October 28, 2008

08 OCT 31 AM 9:51

COMMISSION
CLERK

08 OCT 31 AM 7:08
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Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

Aqua Utility (D. No. 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>ECR, GCL</u>		

To Whom It May Concern:

We in the Covered Bridge Community are very concerned about the water rate hike Aqua is asking for. They raised the water rates last year and have already raised our sewer rates this year between \$20.00 & \$50.00 a month. The sewer raise was a shock to all of us, and now they want to double the rate in our water usage.

We are a retired community and most of the people in here live on social security alone, with no other income. They bought in here when cost of housing was low and utilities were low. These raises every year are a shock to their income. With the economy in such bad shape and getting worse the retired person has to choose between meds, food and utilities, they cannot afford all of the cost that are going up.

We have several homes in Covered Bridge for sale and they are not selling, and will not sell if the buyer looks at the cost of water and sewer alone. These two items would take a big part of their income to live in here. Most of the residents living in here bought when cost of housing was low and utilities were reasonable. These folk cannot afford a raise in utilities and cannot afford to move, so what are they to do?

Your help in this matter would be greatly appreciated.

Thank you for your time.



Jacquelyn F. Cook
116 Hillcrest St.
Lake Placid, FL 33852

State of Florida



RECEIVED ^{FPSC} *Public Service*

08 OCT 30 AM 11:29 CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

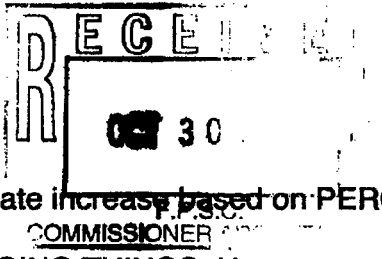
COMMISSION
CLERK

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

DATE: October 30, 2008
TO: Ann Cole, Commission Clerk - PSC, Office of Commission Clerk
FROM: Stephen C. Larson, Executive Secretary to Commissioner Argenziano
RE: Docket # 080121-WS

Commissioner Argenziano's office has received the attached letter in the above noted docket. Commissioner Argenziano has not seen this document. Please file this in the appropriate docket and disseminate copies to all interested parties.

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



To Whomever Can Read:

Here we go again. Another rate increase based on PERCENTAGE, WHICH IS THE MOST UNFAIR WAY OF DOING THINGS. Has anyone on any panel or commission ever looked at "percentages", & realized that it punishes those persons who are least likely to benefit from it? If it's an increase in pay, the ones making the most get the largest raise, while the ones making the least get the smallest increase. In this case, those of us paying the largest bills for the stuff called water are told they get the largest increase, while those people in Citrus Springs, Sugarmill Woods, & Pine Ridge get by with nickels & dimes increases. Is there no one in the county or state government familiar with the concept of fairness, & honesty? What is so difficult about a blanket raise, so that those of us in the smaller communities get an honest deal for a change? If this concept is too hard to understand, I would be happy to explain it to you. All you do is divide the amount of money you need by the number of homes in the system., & that is the answer. Here is another idea you can have, free!!! Just start charging Sugarmill Woods & Pine Ridge the same rates that we are paying, & you will be ASTOUNDED by the drop in water usage, I guarantee it!!! But then again, that might be taking fairness too far, right?

This has been going on for 14 years, & I would hope that someday those of us in Lakeside community as well as other small communities will be heard.

Gustav Vossberg

1215 N. Foxrun Terrace

Inverness. Florida 34453

Gustav Vossberg
AS IN DISGUSTED

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 02419-08
DISTRIBUTION: ECA, GEL

Docket No. 080121-WS
Late Filed Exhibit 193
Page 471 of 562

OCT. 28, 2008

DEAR COMMISSIONER,

I'm writing to express my concern for the request by Aqua Utilities of Florida to increase my water and sewer rates.

Due to economic conditions in Florida and the country I think a rate increase would be very hard on our senior citizens and people who are working to raise a family.

Let's tell Aqua Utilities of Florida to do like many people here in Florida are doing by cutting back and eliminate waste in the company.

It's easy to apply for a rate increase to make up for poor management practices.

Thank You
David Duvall
10326 Viridian Dr.
Port Richey FL. 34668

Docket # 080121-WS

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08 OCT 30 AM 8:23
COMMISSION
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FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
 DOCUMENT NO. 02419-08
 DISTRIBUTION: ECA, GCL

Docket No. 080121-WS
 Late Filed Exhibit 193
 Page 472 of 562

RECEIVED-FPSC

08 OCT 30 AM 8:22

10-27-08

GENTLEMEN, OCT 30 AM 7:11 COMMISSION
 CLERK

I AM WRITING TO REQUEST THAT YOUR OFFICE
 REJECT AGUA UTILITIES RATE REQUEST FOR
 SERVICE TO ASTOR, FL. CUSTOMERS. THE INTERIM
 RATES ALREADY APPROVED BY YOUR OFFICE
 IS ADEQUATE & ACCEPTABLE.

THIS COMPANY HAS A HISTORY OF FILING
 ONE RATE REQUEST AFTER ANOTHER? IT
 APPEARS NOTHING IS EVER ENOUGH FOR THEM.

AGUA UTILITIES ONLY SERVES A SMALL
 PART OF ASTOR, FL. I AM TOLD BY THOSE
 WHO SHOULD KNOW THAT THEY BUY THE WATER
 FROM THE LOCAL COMPANY, ASTOR WATER, & MARK
 IT UP SEVERAL TIMES & THEN SELL IT TO US.
 I FURTHER UNDERSTAND THAT ASTOR WATER
 HAS OFFERED TO BUY THE SMALL OPERATION
 IN ASTOR BUT AGUA REFUSED. IT APPEARS
 WE COULD BE HOOKED TO THE NEW SEWAGE
 TREATMENT PLANT IN OUR COMMUNITY & DO
 BUSINESS LOCALLY.

AGUA'S RATE INCREASE OF APPROX 300%
 IS UNREASONABLE. PLEASE REJECT IT?
 THE PUBLIC SERVICE COMMISSION IS THE ONLY PROTECTION
 WE HAVE.

Phone

386-749-4670 or
 229-535-6545

THANK YOU VERY MUCH

Leon A. Odom

LEON D. Odom
 1640 JUNO TRAIL # 204D ASTOR, FL.

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

STATE OF FLORIDA



TIMC
Divis
(850) 4...

Public Service Commission

October 29, 2008

RECEIVED-FPSC
08 OCT 29 PM 4:09
COMMISSION
CLERK

Blanca Martinez
7540 Tyson Drive
Port Richey, FL 34668

Re: Your Complaint Regarding Aqua Utilities Florida, Inc.

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

Dear Ms. Martinez:

Thank you for your recent correspondence to the Florida Public Service Commission (PSC) in which you expressed concerns about the rate increase petition filed by Aqua Utilities Florida (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.

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.

Florida Statutes require the Commission 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 (F.S.). 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 serving 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.

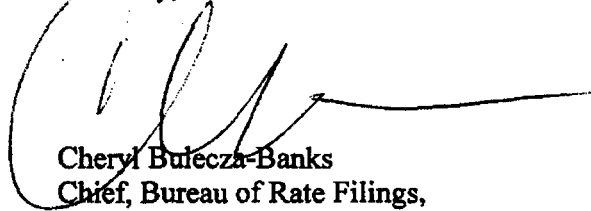
I understand that you have concerns with the water quality being provided by Aqua Utilities Florida, Inc. As you may be aware, the Florida Department of Environmental Protection (DEP) is the primacy agency for water quality. The DEP Southwest District office, located in Temple Terrace, Florida, has been actively involved with monitoring the water quality of Aqua's systems that are located in Pasco County. If you would like to contact DEP's Southwest District Office to voice your concerns, their telephone number is (813) 632-7600.

Blanca Martinez
Page 2
October 29, 2008

Aqua's rate case hearing before the PSC will be held December 8-11, 2008, 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 its 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 e-mail, and if you have additional questions or need further assistance, please call me at (850) 413-6642 or our toll-free number, 1-800-342-3552.

Sincerely,



Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance & Tax

cc: Division of Economic Regulation (Willis, Fletcher)
Office of General Counsel (Jaeger, Sayler, Fleming, Brubaker)
Office of Commission Clerk (Docket No. 080121-WS)
Kimberly A. Joyce, Aqua America, Inc.
Office of Public Counsel

****CLK OFFICIAL DOCUMENT...**b>**

Kimberley Pena 080121

From: Ruth McHargue
Sent: Wednesday, October 29, 2008 4:08 PM
To: Ruth Nettles
Cc: Kimberley Pena; Cheryl Bulecza-Banks
Subject: Aqua utilities

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

Please add to docket file.

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, October 26, 2008 5:12 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 15777

Complaint filed with PSC

Select County: PASCO
CUSTOMER INFORMATION

Name: Brian Walsh
Telephone: 7278198264
Email: bwbd@tampabay.rr.com
Address: 7635 Briarwood Drive Port Richey 34668

BUSINESS INFORMATION

Business Account Name: Brian Walsh
Account Number:
Address: 7635 Briarwood Drive Port Richey Florida 34668

COMPLAINT INFORMATION

Complaint: Other Complaint against Jasmine Lakes Utilities Corporation d/b/a Aqua Utilities F
Details:

Aqua Utilities are asking for a large increase in service fees. Hopefully the commission will not pass the increase Aqua wants. Water bills would be twice the amount they are now. Their request is for to much. In 10 years I have lived here I have seen them maybe twice. The most resent time, they changed the meter and didn't notify me. Dirt came out when I turned the water on. The meter was change right before I recieved the letter about their increase. Coincidence???

Thank You for your time.

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

STATE OF FLORIDA



OFFICE
CYNTHIA
DIRECTOR
(850) 413-6482

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OCT 28 PM 3:28
COMMISSION
CLERK

Public Service Commission

October 27, 2008

Mr. Gus Alexakos
4625 Windy Lane
Zephyrhills, Florida 33541

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

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

Dear Mr. Alexakos:

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 has held 10 service hearings throughout Aqua's service territory. The purpose of these service hearings was for Commissioners to hear from Aqua customers about the proposed rate increase and service provided by Aqua. During those hearings, customers had an opportunity to provide verbal comments, as 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.

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, 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); operational conditions of utility's plant and facilities; and the utility's attempt to address

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

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

Mr. Gus Alexakos
October 27, 2008
Page 2

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.

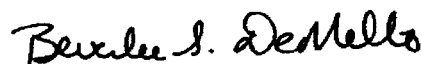
Currently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent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

cc: Frances Baker, Office of Citizen Services
Cheryl Bulecza-Banks, Division of Economic Regulation
Commission Clerk

100 Lantana Court
Ponte Vedra Beach, FL 32082
October 23, 2008

Re: Docket Number 080121-WS
Aqua Utilities Florida, Inc.

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

08 OCT 27 5
RECEIVED-FPSC
08 OCT 27 PM 3:51
COMMISSION
CLERK

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

Ladies and Gentlemen:

I am a customer of Aqua Utilities Florida, Inc. at 1640 Juno Trail, Unit 204E, Astor, Volusia County, Florida. **I AM WRITING TO STRONGLY PROTEST THE PROPOSED RATE INCREASES THE UTILITY HAS FILED WITH THE COMMISSION.** The requested increase is so exorbitant that it borders on absurdity. In my situation, the requested rate increase for Water is 160% over the Commission Approved Interim Rates that took effect in mid-August, and 230% over the so called Current Rates. For our Wastewater rates, the requested increase represents an increase of 148% over the Commission approved Interim Rates, and a 259% increase over the so called Current Rates. The Commission approved Interim Rates that we currently pay represent a 27% and 45% increase respectively for water and wastewater over the rates that we were paying until August 2008. Those increases are more than significant in themselves, and should certainly suffice as they represent an average annual increase in rates of 7% and 11% respectively since 2004, which is when Aqua acquired the utility.

Apparently, Aqua Utilities is attempting to make their rate increase case based on an investment of \$100,000 in our community's utilities infrastructure. They are also apparently attempting to recapture their investment in short order based on the size of their requested rate increases.

Certainly the Commission recognizes the enormity of these requested rate increases as being unconscionably excessive, and you will deny the request for the increase.

Sincerely,

Francis G. Seabrook
Francis G. Seabrook

Francis G. Seabrook
100 Lantana Court
Ponte Vedra Beach, FL 32082

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OCT 27 2008

Florida Public Service Commission
Division of SSC

FPSC, CLK - CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Pending <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02419-08
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Office of the Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0870

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08 OCT 27 AM 9:50

COMMISSION
CLERK

25 OCTOBER, 2008

08 OCT 27 AM 7:49

Re: Docket # 080121-WS

I am writing to express my disgust regarding the proposed price increases set forth by Aqua Utilities Florida, Inc. ***Based on an average consumption of 10,000 gallons - this utility is asking for a proposed final rate increase of 135% on the monthly water rate and 137% rate increase on monthly sewer rates.*** These increase places an undue financial burden on this Seminole County taxpayer and other taxpayers in the Chuluota community.

Typically - our monthly water bill averages \$132 and the proposed final rate pushes our monthly water bill in excess of \$167 (+27%). Simply put - is rate gouging and Aqua Utilities is taking advantage of the fact that there are no other service providers in the Chuluota area. I know this excessive since I have paid an Orange County Utilities water bill for fifteen years that averaged \$68 and with the implementation of the proposed final rates - we would be paying almost triple the amount that the average Orange County citizen pays for water and waste.

One point worth noting - Aqua Utilities is owned by an out of state company - located in Bryn Mawr, PA. This company skirts the ownership issue by establishing an "Aqua Utilities of Florida" division, however - this is still a privately owned company with a history of maximizing profits and minimizing service. Aqua customer service is terrible and water quality is still sub-standard, as evidenced by Aqua published report regarding THM's out of compliance test results.

Please **DO NOT ALLOW** the proposed final rates to become effective. The water rates in this community are already excessive and are limiting my rights a homeowner to sell my property. I hereby give notice that I am contacting an attorney to further investigate repeated and frequent request from Aqua Utilities for rate increases. I intend to direct my attorney to submit class action litigation - Aqua is forcing homeowners into financial distress and prohibiting free enterprise as to the re-sell capability of real estate. Rate increases in the 135% range are simply bad for "forced" consumers, bad for the residents of Chuluota and bad for Floridians.

Sincerely,

Joseph C. Gibbons
182 Velveteen Place
Chuluota, FL 32766-6022

cc: Central Florida New 13
20 North Orange Ave, Suite 13
Orlando, FL 32801

Aqua Utilities Account # 000889929 0633171

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08 OCT 24 PM 2:35

COMMISSION
CLERK

Application for a rate increase in Alachua, Brevard, DeSoto, Highlands, I
Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and W

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

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

Name

Bu ford + Brigitte Dykes

Address

4450 Hancock CT, chipley

FL 32428

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 do believe that these outrageous
increases in the Water + Sewer rates
are a burden on us and many, many
other residents which are on a fixed
income, specially the sewer charges.
We cannot afford a well for the
Garden. We need to water some for
the vegetables and flowers.
We try to collect as much rain water
as we can for this

Fold and tape - see back for address

Delores J. Ryan
62 Terrace Drive
Fruitland Park, FL 34731
352-360-1205

FPSC, CLK - CORRESPONDENT		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Const.
DOCUMENT NO. 02419-08		
DISTRIBUTION: ECR, WCL		

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08 OCT 24 PM 2:38
COMMISSION
CLERK

FL Public Service Commission
Office of Commission Clerk
2540 Shumard Oaks Blvd.
Tallahassee, FL 32399-0850

RE; Docket #080121-WS

Oct. 18, 2008

This letter is in protest of increase for Aqua Utilities of FL proposed rate increase. I don't even use a thousand gallons of water a month, but I am charged for a thousand gallons. I have watched my bill increase from 32-\$33.00 to my latest bill of \$53.84 which is said to be only a portion of the proposed request for increase.

I live alone, am on a fixed income, and the water quality is so poor, that I have to buy bottle water for drinking. I am only home about 15 days out of any given month and can't afford any more increases on anything.

At this time of financial hardships, like we have never seen in my 69 years, I feel it is outrageous for you to even consider such an inflated rate increase to Aqua Utilities.

Please, take into consideration all the elderly people who have no way of increasing their income, and also all the families out of work and struggling to just put food on the table, when making your determination for this rate increase.

Sincerely,


Delores J. Ryan



CITY OF ORMOND

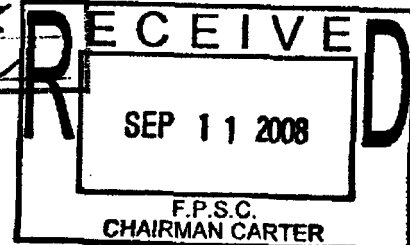
P.O. Box 277 • 22 South Beach Street • Ormond Beach, FL 32136
(386) 676-3204 • Fax (386) 676-3330 • costello@ormondbeach.org

Fred Costello
Mayor

September 8, 2008

Mr. Matthew M. Carter, II, Chairman
Florida Public Service Commission
c/o Ann Cole, Commission Clerk
Office of Commission Clerk
2540 Shumard Oak Blvd.
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, GCL</u>		




RE: Aqua Utilities – Application for an Extension of Service Area

Dear Mr. Carter:

On September 3, 2008, the City Commission considered the application of Aqua Utilities for an extension of service area, which is before the Public Service Commission for approval. The City Commission authorized a Letter of Objection to granting Aqua Utilities approval to provide this service. The Tomoka View and Tanglewood Subdivisions are unincorporated Volusia County enclaves within the city's service area for sewer and water. This area in particular has been identified as a potential service area. There are no other public utility systems in the area other than Ormond Beach. Just recently, Volusia County representatives during a review of the city's 10-year Water Plan recognized the city's primacy in providing water to this enclave.

We have indicated to the homeowners' association president, who is authorized to speak for the subdivisions involved, that the City of Ormond Beach will favorably consider annexation of these areas into the incorporated boundaries of the city. Service provision is contingent upon the resident of the subdivisions involved paying the cost of providing service to include infrastructure upgrades that meet adopted city standards. The city has also indicated to the subdivision officials that payment terms could be extended over a period of 20 years with an assessment paid each year during the period that tax payments are due.

Should you have questions regarding this letter, please do not hesitate to contact Mr. Ted MacLeod, Acting City Manager, at 386-676-3200 or via e-mail at macleod@ormondbeach.org.

Sincerely,

Fred Costello
Mayor

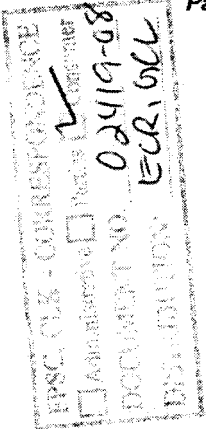
cc: Michael B. Towmey, Esquire
P. O. Box 5256
Tallahassee, FL 32314-5256

RECEIVED-FPSC
08 OCT 23 AM 10:32
COMMISSION
CLERK

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

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS



Name GERARD T. RUNIONS

Address 4633 NEWCOMB AVE.
LEOPHYR HILLS, FL. 33541

RECEIVED-PPSC
08 OCT 23 AM 10:22
COMMISSION
CLERK

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 WANT TO KNOW WHAT AQUA SPENT ALL
THE MONEY ON, THE ONLY THING I KNOW
THEY HAVE DONE IN OUR PARK IS TO DRILL
A NEW WELL, AND THAT COULDN'T HAVE
COST THEM WHAT THEY ARE CLAIMING.
THE COST OF ELECTRONIC METERES WILL
BE OFFSET BY LESS LABOR TO MANUALLY
READ THEM.

AS FOR THE INCREASE IN SEWAGE, THE
COUNTY CHARGES AQUA A SET RATE, AND
AQUA DOES NOT TREAT THE SEWAGE BEFORE
IT GOES TO THE COUNTY TO BE TREATED.
THE AMOUNT OF INCREASE AQUA IS ASKING
FOR IS OUTRAGEOUS AND CAN'T BE RATIONA-
LIZED.

Gerard T. Runions

Fold and tape - see back for address

Mr. & Mrs. G. Remmons
4633 Newcomb Ave.
Zephyrhills, FL 33541

Florida Public Service Commission

Office of Commission Clerk

2540 Shumard Oak Boulevard

Tallahassee, Florida 32399-0850

11
7
10

Fold Here

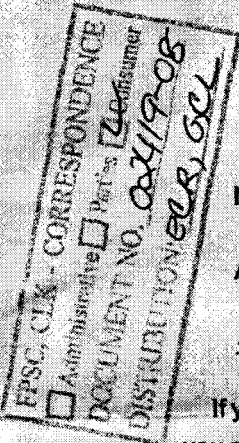
Tape

Fold Here

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

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS



Name MAUREEN BEADSMORE

Address 35012 DALE AVE

ZEPHYRHILLS FL 33541

COMMISSION
CLERK

08 OCT 23 AM 10:21

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

Acc. No 000897237 0640085

WATER — SMELLS

WATER — CLOUDY

WATER — CAN NOT DRINK

Fix ABOVE THEN

SLIGHT PRICE INCREASE 5%

M.A. Beadomate

Fold and tape - see back for address

M. A. BEROSMONE

35012 DALE AVE

ZEPHYRHILL, FL 33541

TALENT
SAINT PETERSBURG
23 SEP 2003 PM

Docket No. 080121-WS
Late Filed Exhibit 193
Page 486 of 562

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

08 OCT 23 AM 7:09
RECEIVED CENTER

32399-0850-99 0001

Fold Here

Fold Here

Ruth Nettles

From: Bart Fletcher
Sent: Wednesday, October 22, 2008 10:06 AM
To: Ruth Nettles
Cc: Kimberley Pena; Cheryl Bulecza-Banks
Subject: Customer Correspondence for Docket No. 080121-WS - Aqua Utilities Florida, Inc.

FI
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02419-08
DISTRIBUTION:

Good morning, Ruth. Please add the following e-mails to the correspondence side of the docket file for the above-referenced docket. Thanks, Bart.

From: Grimsley, Denise [mailto:Denise.Grimley@myfloridahouse.gov]
Sent: Friday, October 17, 2008 3:12 PM
To: jj-gopanth@comcast.net
Cc: Cheryl Bulecza-Banks
Subject: RE: From 'Write Your Representative' Website

Ms. Rogers,

Thank you for your email concerning Aqua Utilities rate increase pending with before the Public Service Commission (PSC). The Florida Legislature has no authority over rate increases, however, I have taken the liberty of forwarding your message to the PSC so that your comments will be shared with the Commission. My staff has spoken to PSC staff member, Cheryl Bulecza-Banks and according to her the hearing for this case has been set for early December with a final vote from the Commission in February.

Sincerely

Denise Grimsley

From: jj-gopanth@comcast.net [mailto:jj-gopanth@comcast.net]
Sent: Fri 10/17/2008 9:33 AM
To: Grimsley, Denise
Cc: jj-gopanth@comcast.net
Subject: From 'Write Your Representative' Website

Judy L. Rogers
47 Pinecrest Street
Lake Placid, FL 33852-
(863)243-9592

10/17/08 9:33 AM

To the Honorable Denise Grimsley;

Good morning,

I am writing to you in sheer desperation.

I am a 60-year old retiree, living in a mobile home, driving an 11-year old car, with NO health insurance, and NO credit card debt. However, I am watching my small savings being snatched from me, unfairly I believe, by Aqua Utilities Florida, Inc.

Over the past three (3) months, their per gallon rate has risen FORTY-FIVE PERCENT. Will this be allowed? Not even the oil companies are recipients of such a bonanza; as you've surely noticed, gas prices fluctuate and are (mercifully) down for the moment. However, Aqua Utilities rates will stay up.

Although I voted for you in the past, I have never written to an elected representative in the past because, frankly, I never thought it would do any good. I hope to be proven wrong now.

10/22/2008

I see that final hearings on the rate increase will be held December 8-11 at the Florida Public Service Commission. I see that your constituents cannot afford to make that trip; we rely upon you to help us. Late Filed Exhibit 193
Page 488 of 562

Thank you, Judy

Below is a copy of my letter to Aqua Utilities. Don't let them hold us hostage.

Dear Sir/Madam:

In reviewing my water bills over the past three months, this is what I see:

August:

Usage: 41.379 gal/day
Rate: \$ 1.203/day

September:

Usage: 57.142 gal/day
Rate: \$1.455/day

October:

Usage: 39.39 gal/day
Rate: \$1.75/day

The above represents a 45% INCREASE in a 3-month billing period. Not even gasoline prices have enjoyed such a perpetual bonus.

I have contacted my representative, and will also be contacting the Florida Public Service Commission.

Thank you, Judy

10/22/2008

Florida Public Service Commission,
Re: Docket Number: 080121-WS

October 18, 2008

RECEIVED
OCT 23 AM 7:19

We own a rental property in American Condo Park Zephyrhills. The recent information from Aqua Utilities about raising the rates for water & sewer service has put into question whether we want to own property in Florida & what entity will be next if the Florida Public Service Commission does not step-in to bring this under control. These rate increases (proposed) from Aqua Utilities in our opinion are extremely unreasonable. We know that companies need to charge to cover their cost & make a profit. But, Aqua Utilities in our opinion in this case is price gouging. Residents of Zephyrhills (excluding ACPZ) do not pay anywhere near the proposed rate of Aqua Utilities. Aqua Utilities proposed rate increases will nearly triple the cost to the customer in most cases. Many residents within our park are on a fixed income & may have to choose between water & food or water & medication if the rate increases go through. We oppose the Aqua Utilities proposed rate increases & ask the Commission to consider a more reasonable & affordable rate increase.

The following was copied directly from The Florida Public Commission's web site.

The Florida Public Service Commission is committed to making sure that Florida's consumers receive some of their most essential services — electric, natural gas, telephone, water, and wastewater — in a safe, affordable, and reliable manner. In doing so, the PSC exercises regulatory authority over utilities in one or more of three key areas: rate base/economic regulation; competitive market oversight; and monitoring of safety, reliability, and service.

We regret, we are unable to attend the hearings regarding this matter, but this does not lessen the importance of the matter or the concerns we have.

John & Leslie Vogler
123 Cloverdale Drive
Mendon, Mi. 49072

Rental Property:
35167 Danny Drive
ACPZ
Zephyrhills, FL 33452

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

OCT 23 AM 10:03

RECEIVED-FPSC

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 62419-08		
DISTRIBUTION: ECU, GCU		

October 17, 2008

Dear Sirs,

I would like you at the Florida Public Service Commission that I live in the retirement community of "Covered Bridge" at Lake Placid, Fl. My water and sewer charges are going out of sight. I have enclosed Sept. 08 and Oct. 08 bills from Aqua utilities of Florida for to know what is going on and what they are not telling us is that these charges are a year around monthly charge whether you are 6 month residents or full time. I believe that if this trend is allowed to continue it will hinder the growth of this community, as well as the states ability to attract new retirees to settle in Florida. This company of "Aqua Water" has a very poor rating with our residents as to water quality and water pressure this past summer!!! At one time the chlorine was so strong that people ruined clothes washing them, and from what I hear the water company is buying new clothes for these people.

Please, do the math for a community of this size (at present 282 homes) @ basic charges this utility company is recieving or wanting to recieve \$31.36 basic sewer year around and \$10.16 basic water year around, about 65% of our residents are 6 month residents = \$498.24 per year per resident times 282 homes = \$140,503.68 for the new proposal rate. The old rate basic water \$7.36 per month and \$14.86 basic water per month = \$88.32 per year. Basic Sewer \$178.32 per year = \$266.64 per year. These people want us to pay an increase of \$231.56 from the old sewer cost of \$266.64. We would be paying \$498.20 for basic sewer. These figures don't reflect the increase in current water and sewer charges, they went from \$7.36 to \$10.16. These increases are unacceptable for retired people, as myself, on a fixed income. We need help—any consideration you can give will be greatly appreciated.

The utility company says these rates are nessary to recover some \$170,000.00 it incured updating the water quality (afformentioned) and equipment. At the rate the requested, in one year the would recieve \$140,500.00 and every year thereafter. A nice profit, I'd say, and where did all the money go in past years paid by residents to repair equipment and update the system? We have many residents who are getting bills near and over \$100.00 per month.

Sincerley Yours,

Jerald G. Hieronymus
26 Pinecrest St.
Lake Placid, Fl. 33852-8118
Ph.# (863)4656965

Docket Number assigned to the proceeding (D. No. 080121-WS)

RECEIVED-FPSC
08 OCT 22 AM 9:26
COMMISSION
CLERK



Service To:
JERALD HIERONYMUS
26 PINECREST ST
LAKE PLACID, FL 33852-8118
Lot: 00090007 Block:

Docket No. 080121-WS
Late Filed Exhibit 193
Page 491 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/sew

Bill Date
September 03, 2008 \$ 36.36

Total Amount Due
Due Date
September 25, 2008

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56582442	5/8	08/29/08	28	Actual	18200	1,100	Gallons
		08/01/08		Actual	17100		
Average Daily Usage = 39 Gallons		Total Days: 28		Total Usage:		1,100	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 37.43	Sewer Base Facility Charge Sewer at Current Rate	3.36
Total Payments Received	37.43	Next 118 gallons @ \$0.00635 per gallon	0.75
Balance	0.00	Current Sewer Charges at Current Rate	4.11
Water Base Facility Charge Water at Old Rate	7.36	Current Sewer Charges	22.28
982 gallons @ \$0.00499 per gallon	4.90	Amount Due 09/25/08	\$ 36.36
Current Water Charges At Old Rate	12.26		
Water Base Facility Charge Water at Current Rate	1.09		
Next 118 gallons @ \$0.00615 per gallon	0.73		
Current Water Charges at Current Rate	1.82		
Current Water Charges	14.08		
Sewer Base Facility Charge Sewer at Old Rate	14.86		
982 gallons @ \$0.00337 per gallon	3.31		
Current Sewer Charges At Old Rate	18.17		

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.

1336403

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL6280064

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

Service To:
JERALD HIERONYMUS
26 PINECREST ST
LAKE PLACID, FL 33852-8118
Lot: 00090007 Block:

AQUA Water/Sewer Bill

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

Account Number
000893307 0636323
Amount Withdrawn
\$ 36.36
Withdrawn On or After
September 25, 2008

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

Seq=421 Cyc=33HD'1up=637975 PC=BLFL 0636323

BLFL

JERALD HIERONYMUS
26 PINECREST ST
LAKE PLACID FL 33852-8118



000893307063632300000000036366



QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

e-mail: ww@aquaflo.com

Fax: 866-780-8292

ww

If you have a billing question or complaint, call or write to us before the due date on your bill. You will receive an explanation of how to verify that your bill is correct or for an explanation of our charges. Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment.

EXPLANATION OF TERMS

Actual (A) Read: Meter reading obtained by a company employee or one of our automatic meter reading systems.

Customer Read: Meter reading obtained from our customer.

Employee Identification: All company employees carry an identification card showing their picture and employee number.

Estimated (E) Bill: When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

Late Charge: A penalty on past due balances.

Meter Reading: We attempt to read the water meter every billing period. We either have our meter reader visit your property or obtain the reading through one of our automatic meter reading systems.

Method of Payment: You can pay your bill by any of the following methods:

By mail: Place your check or money order in the enclosed pre-addressed envelope. Put a stamp on the envelope and mail it to us.
Aqua Utilities Florida: P.O. Box 1229, Newark, NJ 07101-1229. DO NOT SEND CASH.

By phone: Customers with bank accounts or credit cards may pay their bills over the phone for a fee by calling this toll free number: 866.269.2906.

ZipCheck®: A program in which your payment is automatically deducted from your bank account. You save the cost of postage and using bank checks. Details and applications are available from the company. Please call our Customer Service Department.

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

Return Check Charge: If for any reason your check is returned to us from the bank, we will add a service charge to your account.

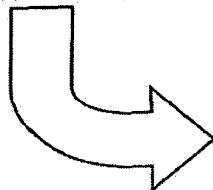
Sewer Base Facility Charge: A charge to recover the fixed costs of utility service regardless of usage.

Utility Tax: A county service tax.

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

Please tear along the fold and return this portion with your payment.

PLACE THIS STUB SO THAT THE
NAME "Aqua Utilities Florida"
SHOWS THROUGH THE WINDOW
OF THE PAYMENT ENVELOPE.



Aqua Utilities Florida

P.O. Box 1229

Newark, NJ 07101-1229





Service To:
JERALD HIERONYMUS
26 PINECREST ST
LAKE PLACID, FL 33852-8118
Lot: 00090007 Block:

Docket No. 080121-WS
 Late Filed Exhibit 193
 Page 493 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/sew

Bill Date
October 03, 2008

Total Amount Due:
\$ 52.78

Due Date
October 27, 2008

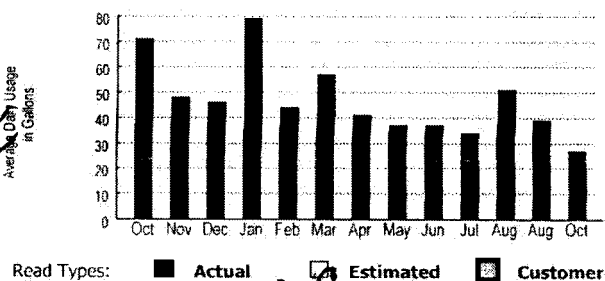
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56582442	5/8	10/01/08	33	Actual	19100	900	Gallons
		08/29/08		Actual	18200		
Average Daily Usage = 27 Gallons		Total Days: 33		Total Usage:		900	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 36.36
Total Payments Received	36.36
Balance	0.00
Water Base Facility Charge	10.16
900 gallons @ \$0.00615 per gallon	5.54
Current Water Charges	15.70
Sewer Base Facility Charge	31.36
900 gallons @ \$0.00635 per gallon	5.72
Current Sewer Charges	37.08
Amount Due 10/27/08	\$ 52.78

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.

1336403

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL6280064

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

Service To:
JERALD HIERONYMUS
26 PINECREST ST
LAKE PLACID, FL 33852-8118
Lot: 00090007 Block:

AQUA Water/Sewer Bill

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

Account Number
000893307 0636323

Amount Withdrawn
\$ 52.78

Withdrawn On or After
October 27, 2008

Do Not Pay

Your bill will be paid through ZipCheck
 Automatic Payment Program.

Seq=199 Cyc=33HD 1up=649051A PC=BLFL 0636323

BLFL

JERALD HIERONYMUS
 26 PINECREST ST
 LAKE PLACID FL 33852-8118



00089330706363230000000052784



QUESTIONS ABOUT YOUR BILL ?

Docket No. 080121-WS

Late Filed Exhibit 193

Page 494 of 562

Customer Service: 877.WTR.AQUA or 877.987.2782

Fax: 866-780-8292

e-mail: c

www

If you have a billing question or complaint, call or write to us before the due date on your bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment.

EXPLANATION OF TERMS

Actual (A) Read: Meter reading obtained by a company employee or one of our automatic meter reading systems.

Customer Read: Meter reading obtained from our customer.

Employee Identification: All company employees carry an identification card showing their picture and employee number.

Estimated (E) Bill: When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

Late Charge: A penalty on past due balances.

Meter Reading: We attempt to read the water meter every billing period. We either have our meter reader visit your property or obtain the reading through one of our automatic meter reading systems.

Method of Payment: You can pay your bill by any of the following methods:

By mail: Place your check or money order in the enclosed pre-addressed envelope. Put a stamp on the envelope and mail it to us.

Aqua Utilities Florida: P.O. Box 1229, Newark, NJ 07101-1229. DO NOT SEND CASH.

By phone: Customers with bank accounts or credit cards may pay their bills over the phone for a fee by calling this toll free number: 866.269.2906.

ZipCheck®: A program in which your payment is automatically deducted from your bank account. You save the cost of postage and using bank checks. Details and applications are available from the company. Please call our Customer Service Department.

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

Return Check Charge: If for any reason your check is returned to us from the bank, we will add a service charge to your account.

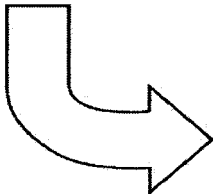
Sewer Base Facility Charge: A charge to recover the fixed costs of utility service regardless of usage.

Utility Tax: A county service tax.

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

Please tear along the fold and return this portion with your payment.

PLACE THIS STUB SO THAT THE
NAME "Aqua Utilities Florida"
SHOWS THROUGH THE WINDOW
OF THE PAYMENT ENVELOPE.



Aqua Utilities Florida

P.O. Box 1229

Newark, NJ 07101-1229



BEFORE THE PUBLIC SERVICE
INITIAL CUSTOMER

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA,

DOCKET NO. 080121-WS

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

Date Issued: October 14, 2008

Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water and wastewater base rate increase occurred in October 1996, and this is the Utility's first rate request since acquiring these systems in July 2004. Since then, the Utility has invested nearly \$170,000 in your community's infrastructure to improve the quality and reliability of water and wastewater services. Specifically, the Utility is upgrading lift stations that pump waste from collection points in the system to the wastewater treatment plant, as well as replacing and rehabilitating deteriorated equipment at wastewater facility. For your water system, the Utility is replacing valves and adding treatment processes to improve water quality. A rate increase is necessary for the Utility to be given an opportunity to recover those additional expenses.

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

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

Highlands County Library
319 W. Center Avenue
Sebring, Florida 33870
Phone: 863.402.6716

The remaining tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Final hearings - December 8 - 11, 2008, at the Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850.

1. Prehearing Conference	Dec. 1, 2008 (Tallahassee)
2. Hearing	Dec. 8-11, 2008 (Tallahassee)
3. Briefs Due	Dec. 30, 2008
4. Staff Recommendation/Revenue Requirements	Jan. 30, 2009
5. Special Agenda/Revenue Requirements	Feb. 11, 2009
6. Staff Recommendation/Rates	Feb. 19, 2009
7. Agenda/Rates	Mar. 3, 2009
8. Final Order	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.

Leisure Lakes - Water

Residential & Commercial	Current Rates	Commission Approved Interim Rates	Utility Proposed Final Rates
5/8" X 3/4"	\$8.24	\$10.16	\$21.92
3/4"	\$12.36	\$15.25	\$32.89
1"	\$20.60	\$25.41	\$54.81
1-1/2"	\$41.16	\$50.78	\$109.62
2"	\$65.89	\$81.29	\$175.39
3"	\$131.74	\$162.54	\$350.79
4"	\$205.84	\$253.96	\$548.10
6"	\$411.71	\$507.95	\$1,096.21
8"	\$658.74	\$812.73	\$1,753.93
10"	\$946.92	\$1,168.26	\$2,521.28
Gallons - Residential			
Block 1, 0-5,000	\$4.99	\$6.15	\$3.80
Block 2, 5,001-10,000	\$4.99	\$6.15	\$4.76
Block 3, >10,000	\$4.99	\$6.15	\$4.76
Gallons - Commercial	\$4.99	\$6.15	\$3.80
Fire Protection			
2"	\$5.49	\$6.77	\$14.62
3"	\$10.97	\$13.54	\$29.23
4"	\$17.15	\$21.16	\$45.68
6"	\$34.32	\$42.34	\$91.35
8"	\$54.89	\$67.73	\$146.60
10"	\$78.92	\$97.36	\$210.11

Leisure Lakes - Wastewater

Final Rates

JERALD HIERONYMUS
26 PINECREST ST
LAKE PLACID FL 33852-8118

RECEIVED-FPSC
08 OCT 22 AM 9:25

COMMISSION
CLERK

Robert J. LeFiles

2241 Clifton St
Sebring, FL 33875
863-655-9501
863-655-9502(FAX)
pbl2000@comcast.net

08 OCT 22 AM 7:24
RECEIVED

October 17, 2008

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd
Florida 32399-0850

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

Dear Friend,

Re:Docket No. 080121-WS

This water company should NOT be granted a rate increase. The quality of my water and others in the area has steadily gone down. I get brown stains and "blobs" on my dinnerware coming out of the dishwasher. I have changed cycles and detergent, which has made no difference. My neighbor's water is much worse-brown foul smelling. Repeated calls to Aqua Utilities has brought no action. I ask that you do not grant a rate increase to this company.

Sincerely,

Robert J. LeFiles
Robert J. LeFiles

Application for a rate increase in Alachua, Brevard, DeSoto, Highlands, L.
Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Wa

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

COMMISSION
CLERK

08 OCT 21 AM 9:47

RECEIVED-FPSC

FPSC, CLERK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 080121-WS
DISTRIBUTION: FCA, OGC

Name JOHN MAZZERLE

Address 7117-2802 SW ARCHER RD.

GAINESVILLE FL 32608

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
ALL COSTS HAVE GONE UP AND I AGREE THAT AQUA UTILITIES FLORIDA MAY BE ENTITLED TO A RATE INCREASE.
I DO NOT AGREE WITH THE INCREASE AMOUNT OF THE INTERIM RATES.
I ENCLOSE COPIES OF TWO BILLS OF BASICALLY THE SAME USAGE REFLECTING THE OLD RATE AND PRESENT INTERIM RATE.
EASY CALCULATION INDICATES A 44% INCREASE. TWENTY ONE, (21) DOLLARS MAY SEEM A SMALL MONTHLY INCREASE TO AQUA UTILITIES BUT AS I UNDERSTAND 2900 GALLONS IS LOW USAGE.
I THINK A 44% INCREASE IS ASKING TOO MUCH.

Fold and tape - see back for address



GAINESVILLE
20 OCT 2003

Docket No. 080121-WS
Late Filed Exhibit 193
Page 499 of 562

USA FIRST CLASS

OCT 21 AM 7:23

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

32399-0850 C00



Fold Here

Tape

Fold Here



Service To:
JOHN MAZZERLE
7117 SW ARCHER RD UNIT 2802
GAINESVILLE, FL 32608-4664
Lot: 13251459 Block:

Account Number
000906991 0649303
ARREDONDO FARMS

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

Tel: 877.987.2782

Fax: 866.780.8292

e Mail: custserv@aquaamerica.com

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

Bill Date

October 03, 2008

Total Amount Due

\$ 68.39

Due Date

October 27, 2008

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56584449	5/8	10/01/08	29	Actual	62000	2,900	Gallons
		09/02/08		Actual	59100		

Average Daily Usage = 100 Gallons

Total Days: 29

Total Usage:

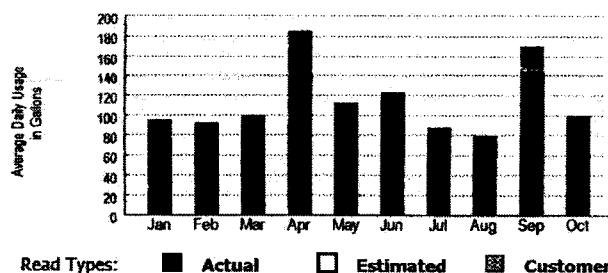
2,900

Gallons

Billing Detail

Amount Owed from Last Bill	\$ 71.89
Total Payments Received	71.89
Balance	0.00
Water Base Facility Charge	18.70
2,900 gallons @ \$0.00317 per gallon	9.19
Current Water Charges	27.89
Sewer Base Facility Charge	22.51
2,900 gallons @ \$0.00524 per gallon	15.20
Current Sewer Charges	37.71
Utility Tax	2.79
Amount Due 10/27/08	\$ 68.39

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.



Service To:
JOHN MAZZERLE
7117 SW ARCHER RD UNIT 2802
GAINESVILLE, FL 32608-4664
Lot: 13251459 Block:

Account Number
000906991 0649303
ARREDONDO FARMS

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

Tel: **877.987.2782**
Fax: **866.780.8292**

e Mail: **custserv@aquaamerica.com**

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

Bill Date

March 10, 2008

Total Amount Due

\$ 47.74

Due Date

April 01, 2008

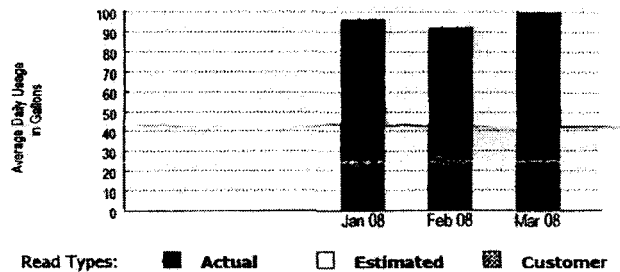
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56584449	5/8	03/04/08	28	Actual	35800	2,800	Gallons
		02/05/08		Actual	33000		
Average Daily Usage = 100 Gallons		Total Days: 28		Total Usage:		2,800	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 47.13
Total Payments Received	47.13
Balance	0.00
Water Base Facility Charge	13.85
2,800 gallons @ \$0.00235 per gallon	6.58
Current Water Charges	20.43
Sewer Base Facility Charge	15.30
2,800 gallons @ \$0.00356 per gallon	9.97
Current Sewer Charges	25.27
Utility Tax	2.04
Amount Due 04/01/08	\$ 47.74

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.

080121

DOCUMENT NO. 02419-08
ECB 1622

Mr. Charles W. Debord
12794 State
Somerville, OH 45064

18 OCT 21 10-08
COMMISSION
CLERK

RECEIVED-FPSC
08 OCT 21 AM 9:44

To Whom it may concern,

We received in the mail a notice for an increase in our water rates from \$7.79 to \$21.92 by Akron Utilities request for an increase. Docket Number to the WS proceeding D. No. 080121-WS.

The way the economy is in and they want to triple our rates. We are retired and only go to Florida 3 months out of the year, but we pay the water bill all year long.

(over)

We are retired and live
on a fixed income like
a lot of other people. We
have to manage on our
income, the utilities
company should have
to stay in their budget,
like we do. We don't
get an increase in our
retirement. I know

I trade economy, depends
a lot on us snowbirds
and tourist, so don't
out price us, where we
can't afford to come
there.

Sincerely,

Linda DeBord

08 OCT 21 AM 7:26

RECEIVED

10/20/2008 2:12 PM

Office of Commission Clerk Official Filing

Ruth Nettles

From: Ruth McHargue
Sent: Monday, October 20, 2008 1:57 PM
To: Ruth Nettles
Cc: Kimberley Pena; Cheryl Bulecza-Banks
Subject: Aqua Utilities rate increase

PSC, 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

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, October 19, 2008 1:48 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 15663

Complaint filed with PSC

Select County: PUTNAM
CUSTOMER INFORMATION

Name: Jack Tinsley
Telephone: 386-649-6928
Email: jacktinsley@bellsouth.net
Address: 111 Saint Johns Ct Satsuma 32189

BUSINESS INFORMATION

Business Account Name: Jack Tinsley
Account Number:
Address: 111 Saint Johns Ct Satsuma Florida 32189

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Reference Docket No. 080121-WS

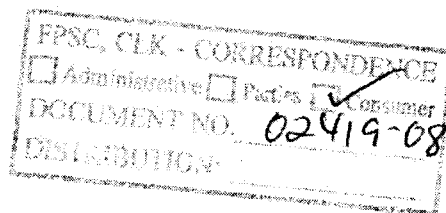
I addressed the 2007 PSC meeting in Palatka regarding Aqua's proposed rate and I have submitted a letter regarding their latest rate increase letter. This complaint is to let the PSC know that there still has NOT been any improvement in the quality of the water, we're still buying bottled water to drink. There is still no evidence of the supposed \$900,000 capital investment in Putnam County.

I hope the PSC closely investigates Aqua's claims of capital expenditures. From my perspective the requested rate increase is not justified.

PSC was contacted previously

Ruth Nettles

From: Ruth McHargue
Sent: Monday, October 20, 2008 1:55 PM
To: Ruth Nettles
Cc: Kimberley Pena; Cheryl Bulecza-Banks
Subject: Aqua rate increase



Please add to docket file

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, October 19, 2008 8:41 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 15659

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Delores Ryan
Telephone: 352-360-1205
Email: deebot_1@yahoo.com
Address: 62 Terrace Drive Fruitland Park 34731

BUSINESS INFORMATION

Business Account Name: Delores Ryan
Account Number: 001389340 0648256
Address: 62 Terrace Drive Fruitland Park Florida 34731

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

I protest the the proposed rate increase of AQqua Utilities of Fl D #080121WS on the grounds it is inflated and would cause a severe hardship for the consumer. As a customer of Aqua Utilities of Fl I have seen my rate rise already and even though I only use about 3 to 400 gallons of water in any given month, I am forced to pay what I believe is their minimum charge of 1000 gallon rate. Therefore, I feel I am already paying more then my fair share.

With the economy like it is today and price increases for everything out of control this proposed rate increase is going to be a sever hardship on everyone, but especially on the elderly, who have no way of increasing their income.

Please take these matters under consideration when making your decision to pass or reject this proposed rate increase.

DOCKET NO. 080121-WS

08 OCT 20 AM 10:20

RECEIVED-FPSC

Address

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

Water smells and ^{the} Taste bad

Fold and tape — see back for address

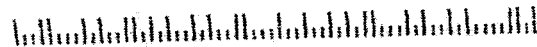


Arthur L. Crook
4648 Madison Ave.
Zephyrhills, FL 33541-2115

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

08 OCT 20 PM 7:32

32399+0850



Fold Here

Tape

Fold Here

Sheila Adams
628 Red Pepper Loop
Chuluota, FL 32766

October 17, 2008

Office of Commission Clerk
Florida Public Service Commission
2540 Shurmard Oak Blvd.
Tallahassee, FL 32399

RECEIVED-FPSC

08 OCT 20 AM 10:14

COMMISSION
CLERK

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

D. No. 080121-WS

Dear Commissioner,

Once again the citizens of Chuluota are being target for unwarranted rate hikes in water and sewage service from Aqua Utilities. Yet, none of the issues of safety for our water supply have been addressed and met to the satisfaction of any reasonable person. We are still receiving regular notifications as to the danger of drinking and showering in this water. The amount of toxins in our water are still at a hazardous level and cause cancer when being absorbed through the skin and consumed on a daily basis.

On top of this, our water bills are already unreasonably high. Citizens of Oviedo with 3 people in their family who water their yard regularly are paying a mere \$28 to \$35 a month for water and sewage service. Similar homes in Chuluota are already paying bills in the \$185 plus range for the same service. It would seem that at these rates Aqua should easily be able to recoup their expenditures on the infrastructure.

We are already paying well over 3 ½ times the charges of nearby Oviedo whose citizens are actually able to consume and shower in their water without fear of death and illness. Chuluota residents asked Aqua at their last meeting to turn over the water supply system to the city of Oviedo. The city of Oviedo already claimed that they could have our water system safe and operating within weeks of a change over.

I am writing to ask the Commission to deny the water rate increase for Aqua and instead request that Aqua sell the utility to Oviedo in the interests of safety and financial responsibility. We have argued with Aqua long enough and have yet to see any real results other than constant requests for more and more money without any safer water. It seems in this instance that the demand for money is more urgent to Aqua than the life and well being of its consumers who have no other alternative but to pay already exorbitant prices for the water that is literally killing us.

Please deny this request and urge Aqua to do the right thing by selling the utility to Oviedo and allowing us to finally be able to drink and shower without constant fear for our health and lives. As it is, the Aqua rate increase will mean that citizens who do not use any water at all (i.e. retirees who are on fixed incomes and/or leave the state for months at a time) will be required to pay a minimum of \$67/monthly plus taxes for unused services. Please do the right thing by the citizens of Chuluota and deny this rate increase.

Sincerely,
Sheila Adams





Southwest Florida Veterinary Services, P.A.

12288 S.W. Country Road 769, Lake Suzy, FL 34269
Telephone (941) 625-6610

Docket No. 080121-WS
Late Filed Exhibit 193
Page 509 of 562

October 15, 2008

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. 02419-08		
DISTRIBUTION: ECR, bcl		

RECEIVED-FPSC
08 OCT 20 AM 10:14
COMMISSION
CLERK

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

To Whom It May Concern:

This letter is being written in response to the notification received by Southwest Florida Veterinary Services advising of the proposed rate change requested by Aqua Utilities Florida, Inc.

As a small business owner whom has felt the aftermath of hurricane Charley and is struggling to survive in this hard economic time, the proposed rate increase poses as another hardship facing the residents and small business owners of DeSoto County.

Although it may be necessary for rate increases periodically, Aqua Utilities Florida, Inc. has recommended an increase, which is unreasonable. The proposed increase reflects doubling the water bill and increasing the fee for wastewater by 33% or greater based on the size of the water meter.

As a veterinarian, it is imperative that we have usage of water during surgical procedures, dental procedures and for processing of radiographs. Although situations can arise that are unforeseen, Aqua Utilities Florida, Inc. has made it a habit of either giving very little or no advance notification that they will be turning off the water.

Therefore, due to the facts stated above and the services that Aqua Utilities Florida, Inc. has provided in the past, I strongly urge you to consider carefully their request.

Respectfully submitted,

Richard H. Hall, D.V.M.

RHH/dcf

In reference to the application for increase in water rates in Highland
county, Florida by Aqua Utilities Florida Inc.
Docket No. 080121-WS

Dear Sirs,

I find it necessary to petition against the rate increases proposed by Aqua Utilities of Florida. Fowl smelling water and low or no pressure is this companies motto. They do not have a office in Highlands county so complaints are forwarded from out of state and never acted upon. This is a absentee utility company with no service and poor water quality. If you were to consider a rate increase you should first ask the consumers (most of which are out of state right now), how they feel about their water service and quality. Also check the complaints to the Utilities Commission, which with out, nothing having to do with this company would be resolved. If investigated I think you would find that the \$630,000. Aqua spent last year is off set by new business and the 40,000 Gal storage tanks are necessary for that increased business.

I'm sorry for them that they bought a sulfur well and they subcontract out all repairs, that must be very expensive. I'm sure I would not be alone in saying that we would all be better off if they sold out to a local company.

James Knauff
10404 U.S. Hwy 27 S.
Sebring Florida 33876

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

RECEIVED-FPSC
08 OCT 20 AM 10:13
COMMISSION
CLERK

08 OCT 20 AM 7:43

Ruth Nettles

From: Ruth McHargue
Sent: Friday, October 17, 2008 2:54 PM
To: Ruth Nettles
Cc: Kimberley Pena; Cheryl Bulecza-Banks
Subject: FW: Aqua Utilities Rate Increase

FPSC, CLR - E-Form	
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02419-08	
DISTRIBUTION:	

Attachments: E-Form Other Complaint TRACKING NUMBER: 15611; E-Form Other Complaint TRACKING NUMBER: 15641

Please add to docket file

From: Angie Calhoun
Sent: Friday, October 17, 2008 8:25 AM
To: Ruth McHargue
Subject: Aqua Utilities Rate Increase

10/20/2008

10/20/2008 9:58 AM

Office of Commission Clerk Official Filing

Ruth Nettles

From: Consumer Contact
Sent: Wednesday, October 15, 2008 11:21 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 15611

Complaint filed with PSC

Select County: HIGHLANDS
CUSTOMER INFORMATION

Name: EDWARD VICKERS
Telephone: 8636556322
Email: VICKERSCHIRO@HOTMAIL.COM
Address: 603 LAKE JOSEPHINE SHORES ROAD SEBRING 33875

BUSINESS INFORMATION

Business Account Name: EDWARD VICKERS
Account Number:
Address: 603 LAKE JOSEPHINE SHORES ROAD SEBRING Florida 33875

COMPLAINT INFORMATION

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

IT IS OUTRAGEOUS TO EXPECT A RATE INCREASE WHEN THE WATER QUALITY IS SO TERRIBLE. WATER LEAVES BLACK DISCOLORATION IN THE TOILETS AND OTHER SURFACES. OUR BILL INCREASED FROM 19.90 TO 32.44. THERE HAS BEEN NO RATE INCREASE APPROVED BY THE PSC AND AQUA UTILITIES AGAIN HAS TAKEN UPON THEMSELVES TO INCREASE THE RATE WITHOUT APPROVAL. THIS COMPANY NEEDS TO HAVE OVERSIGHT BY THE PSC, NOW!!!!

PSC was contacted previously

Office of Commission Clerk Official Filing

Ruth Nettles

From: Consumer Contact
Sent: Friday, October 17, 2008 8:02 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 15641

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Laura Carlisle
Telephone: 4073660829
Email: carlisle5@cfl.rr.com
Address: 370 Velvetreen Place, Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Laura Carlisle
Account Number:
Address: 370 Velvetreen Place, Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Alafaya Utilities, Inc.
Details:
Dear Commissioner:

I am wondering why AGAIN WE ARE FIGHTING the rate increase against Aqua Utilities!! It is so obvious to me that what they are asking is outrageous, but for them to continually ask it twice a year for the last 3 years is ridiculous! All they have to do is look around and see that neighborhoods around us are paying a third of the price we are and now they want to DOUBLE their rates?? Why can't we get rid of them and bring in the city to take over our water??? I am sick and tired of their arrogance thinking that they are so much better than other water and that they deserve to be able to raise their rates WHEN IN FACT THEIR WATER STINKS (and I mean literally)!! They are wasting your time and our tax dollars fighting this and for some reason you allow them to go through with it. Which in turn makes us have to fight and use our time (which many of us don't have) to try and stop all this nonsense. Isn't there an end to this constant harassment? Because that's what it feels like when I feel that we should be getting the same rates that people in our surrounding neighborhoods are getting, yet Aqua Utilities STILL isn't happy with the exuberant amount they are already getting! They CONSTANTLY want MORE!!

I would greatly appreciate it if you could put an end to their requesting more money when in fact they are getting WAY more than they deserve in the first place!!

PSC was contacted previously

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

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

RECEIVED-FPSC
08 OCT 17 AM 9:54
COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 02419-8
DISTRIBUTION: 161161

Name DAVID MURDOCK Sr.

Address 11428 Yellowwood Ln.

Port Richey, FL 34668

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

- 1 Water is not good for drinking
- 2 Having to pay base rate when gone for a few months. (Not using any water)
- 3 Brown color to water
- 4 Customer service not helpful and sarcastic

Fold and tape -- see back for address

DAVID W MURDOCK
11428 YELLOWWOOD LN
PORT RICHEY FL 34668-2355

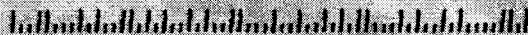
TAMPA FL
SAINT PETERS

13 OCT 2008

Docket No. 080121-WS
Late Filed Exhibit 193
Page 515 of 562

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

32399-0850



Fold Here

Tape

Fold Here





BILL MCCOLLUM
ATTORNEY GENERAL
STATE OF FLORIDA

RECEIVED-FPSC

08 OCT 14 PM 4:30

COMMISSION
CLERK

Office of Citizen Services
The Capitol
Tallahassee, Florida 32399-1050

Telephone (850) 414-3990, SunCom 994-3990
Fax (850) 410-1630, SunCom 210-1630

October 10, 2008

Mr. Gus Alexakos
4625 Windy Lane
Zephyrhills, Florida 33541

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

RECEIVED

OCT 14 2008

Florida Public Service Commission
Tallahassee, FL 32399

Dear Mr. Alexakos:

Attorney General Bill McCollum received your correspondence regarding Aqua Florida. Attorney General McCollum asked that I respond on his behalf.

We appreciate the opportunity to hear from you, and have taken your comments under advisement. Attorney General McCollum has intervened in this case and our office will be participating in the hearing before the Public Service Commission (PSC). Rest assured that our office will vigorously pursue protection of Floridians' best interests in this matter.

In the meantime, I am also forwarding your correspondence to the PSC for review. The telephone number is (850) 413-6100, or toll-free (800) 342-3552 from within Florida.

In addition, I am also forwarding your correspondence to the Office of the Public Counsel for review. That office was created by the Florida Legislature in 1974 to provide legal representation for the people of the state in utility related matters in proceedings before the PSC. The telephone number is (850) 488-9330, or toll-free (800) 342-0222 from within Florida.

Thank you for contacting the Florida Attorney General's Office. I hope this proves helpful.

Sincerely,

A handwritten signature in cursive script that reads "Frances Baker".

Frances Baker
Office of Citizen Services

cc: Public Service Commission
Consumer Services
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Office of the Public Counsel
111 West Madison Street, Room 812
Tallahassee, Florida 32399-1400

4625 WINDY LN

ZEPHYRHILLS, FLORIDA 33541

SEPT. 18, 2008

813-780-2810

ATTORNEY GENERAL Bill McCollum

TALLAHASSEE FLORIDA

Dear Mr. McCollum,

RECEIVED

SEP 18 2008

Florida Public Service Commission
Division of DSC

Need Your Help Again on the AQUA FLORIDA
proposed rate increase. The PSC will be conducting another
public hearing on SEPT. 26, 2008, NOTICE ATTACHED.

I testified on 7-8-08 AND plan additional on 9-26-08
with the enclosed materials.

Would appreciate again your help in sending
your representative to the meeting of SEPT. 26, 2008

Thank You.

Sincerely,

Gus Alexander

FORMER PRESIDENT OF ZEPHYRHORES
HOMEOWNERS ASSOCIATION.

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

Docket No. 080121-WS

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

Date Issued: August 29, 2008

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

Date and Time: September 26, 2008 at 4:00 p.m. (RESCHEDULED FROM AUGUST 2008)

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

RECEIVED

SEP 1 2008

Florida Public Service Commission
Division of Regulatory Compliance

PURPOSE AND PROCEDURE

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

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

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

Copies of the petition and minimum filing requirements are available for inspection during normal office hours at the Utility's office and the Pasco County Library as follows:

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

Pasco County Library - Regency Park Branch
9701 Little Road
New Port Richey, FL 34654
(727) 861-3049

RECEIVED

JUL 25 2008

U.S. District Court
District of Columbia
1920

ON JULY 25, 2008

I RECEIVED A PHONE CALL FROM
ABC ACTION NEWS, KERRY KAVANAUGH.
SHE ASKED IF I WOULD BE HOME FOR
AN HOUR, I SAID YES, AND WITHIN AN HOUR
A HUGE ABC SATILITE TRUCK PULLED IN
OUR DRIVEWAY. THEY DID A LIVE INTERVIEW
WITH ME IN OUR KITCHEN REGARDING AQUA W^A
AT 5:30 PM. THOSE ^{ALSO} PRESENT FROM ABC WERE
MATT MCGLASHEN AND ERIC MOORE, ~~AND~~
KERRY KAVANAUGH CONDUCTED THE INTERVIEW,
THEY ALL REFUSED TO TASTE THE WATER.

Jim Alexander

DOCKET No. 080121

TEN YEARS AGO, I WAS PRESIDENT OF
ZEPHYRSHORES HOMEOWNERS ASSO. IT WAS THEN
WHEN THERE WAS A SEWAGE TREATMENT PLANT.
IT OVERFLOWED WITH RAW SEWAGE INTO OUR STREETS
I CONTACTED "EPA", AND THE SYSTEM WAS SHUT DOWN
AND COMPLETELY ELIMINATED! A LIFT STATION WAS INSTALLED.

THE SEWAGE NOW GOES "DIRECTLY TO PASCO COUNTY."
THEREFORE WE SHOULD GET REFUNDS ON ALL SEWER CHARGE

ZEPHYRSHORES SHOULD BE "EXCLUDED" FROM
AQUAS UNIFORM RATE PROPOSAL.

Gus Alexander
4625 WINDY LN
ZEPHYRHILLS, FL. 33541

RECEIVED
OCT 1 2008
COUNTY CLERK
PASCO COUNTY



Service To:
GUS ALEXAKOS
4625 WINDY LN
ZEPHYRHILLS, FL 33541-2125
Lot: 00000032 Block:

Docket No. 080121-WS
Late Filed Exhibit 193
Page 521 of 562

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

Tel: 877.987.2762

Fax: 866.780.8292

e Mail: custserv@aquaservice.com

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

Bill Date

July 23, 2008

Total Amount Due

\$ 100.11

Due Date

August 14, 2008

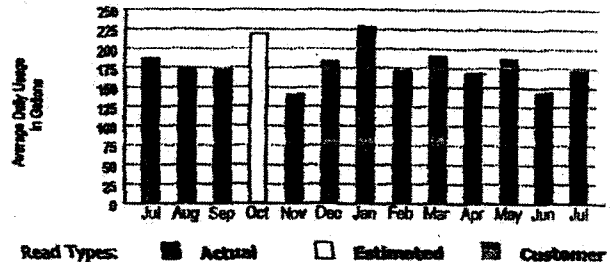
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Uni
76734205	5/8	07/21/08	31	Actual	428900	5,400	Ga
		08/20/08		Actual	423500		
Average Daily Usage = 174 Gallons		Total Days: 31		Total Usage:		5,400	Ga

Billing Detail

Amount Owed from Last Bill	\$ 80.38
Total Payments Received	80.38
Balance	0.00
Water Base Facility Charge	6.42
5,400 gallons @ \$0.00513 per gallon	27.70
Current Water Charges	34.12
Sewer Base Facility Charge	11.63
5,400 gallons @ \$0.00994 per gallon	53.68
Current Sewer Charges	65.31
Utility Tax	0.68
Amount Due 08/14/08	\$ 100.11

Water Usage History



Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

1336431

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL6512018

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

AQUA Water/Sewer Bill

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

Service To:

GUS ALEXAKOS
4625 WINDY LN
ZEPHYRHILLS, FL 33541-2125
Lot: 00000032 Block:

Account Number

000901336 0643998

Total Amount Due

\$ 100.11

Due Date

August 14, 2008

Amount Enclosed

\$ 100.11

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

Seq=30408 Cpy=33PJ Tap=024086

0843998

*****AUTO**5-DIGIT 33541 C 87 P 104

GUS ALEXAKOS
4625 WINDY LN
ZEPHYRHILLS FL 33541-2125



00090133606439980000000100115



Service To:
GUS ALEXAKOS
4625 WINDY LN
ZEPHYRHILLS, FL 33541-2125
Lot: 00000032 Block:

Docket No. 080121-WS
Late Filed Exhibit 193
Page 522 of 562

18

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

Tel: 877.987.2782
Fax: 866.780.8292

e Mail: custserv@aquaaamerica.com

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

Bill Date

Total Amount Due

Due Date

August 22, 2008

\$ 109.73

September 15, 2008

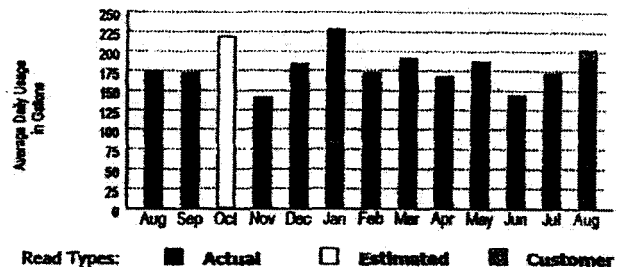
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
76734205	5/8	08/20/08	30	Actual	435000	6,100	Gallon
		07/21/08		Actual	428900		
Average Daily Usage = 203 Gallons		Total Days: 30		Total Usage:		6,100	Gallon

Billing Detail

Amount Owed from Last Bill	\$ 100.11
Total Payments Received	100.11
Balance	0.00
Water Base Facility Charge	6.42
6,100 gallons @ \$0.00513 per gallon	31.29
Current Water Charges	37.71
Sewer Base Facility Charge	11.63
6,000 gallons @ \$0.00994 per gallon	59.64
Next 100 gallons @ \$0.00 per gallon	0.00
Current Sewer Charges	71.27
Utility Tax	0.75
Amount Due 09/15/08	\$ 109.73

Water Usage History



Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

1336431

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL6512018

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

AQUA Water/Sewer Bill

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

Service To:
GUS ALEXAKOS
4625 WINDY LN
ZEPHYRHILLS, FL 33541-2125
Lot: 00000032 Block:

Account Number
000901336 0643998

Total Amount Due
\$ 109.73

Due Date
September 15, 2008

Amount Enclosed

\$

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

Seq=35386 Cyo=33PJ 1up=634978

0643998

*****AUTO**5-DIGIT 33541 C 98 P 108
GUS ALEXAKOS
4625 WINDY LN
ZEPHYRHILLS FL 33541-2125



00090133606439980000000109731

Gus ALEXAKOS
4625 WINDY LANE
ZEPHYRHILLS, FLORIDA 33541

DOCKET No. 080121 WS

WE PURCHASE WATER FOR CONSUMPTION

\$10.16 A WEEK

\$528.32 A YEAR

12 IN A CASE HALF-PINT

Get hundreds of money savings
Visit waltermart.com/moneysaving
09/10/08 09:04:55

ITEMS SOLD

WAL*MART
Save money. Live better.
SUPER CENTER
WE SELL FOR LESS
MANAGER THOMAS SCHENDORE
(813) 782-1967
ZEPHYRHILLS, FL
ST# 0706 DP# 00002689 TE# 11 TR
ZEPHYRHILLS 007343000801 F
ZEPHYRHILLS 007343000801 F
ZEPHYRHILLS 007343000801 F
ZEPHYRHILLS 007343000801 F
ZEPHYRHILLS 007343000801 F
SUBTOTAL
TOTAL
CASH TEND
CHANGE DUE

RECEIVED
09/10/08
WAL*MART
Save money. Live better.
SUPER CENTER
WE SELL FOR LESS
MANAGER THOMAS SCHENDORE
(813) 782-1967
ZEPHYRHILLS, FL
ST# 0706 DP# 00003540 TE# 21 FR# 046
ZEPHYRHILLS 007343000801 F 2.54
ZEPHYRHILLS 007343000801 F 2.54
ZEPHYRHILLS 007343000801 F 2.54
ZEPHYRHILLS 007343000801 F 2.54
BOUNCE SHEET 003700080070 3.84
** VOIDED ENTRY **
BOUNCE SHEET 003700080070 3.84
SUBTOTAL 10.16
TOTAL 10.16
CASH TEND 20.00
CHANGE DUE 9.84

ITEMS SOLD 4

TC# 4141 6925 2125 7664 4669

All you need for back to school.

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

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 080121-08
DISTRIBUTION: 15CR, 16LL

RECEIVED-FPSC
OCT 14 AM 8:31
COMMISSION
CLERK

Name MARGARET M. GROTT (Richard)

Address 10824 Premier Ave

Port Richey, FL 34668

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

1. Is it possible to get the health dept. and/or the
EPA involved. Water quality has declined.

2. New meters - "twice" the amount of water used

3. I received my August bill a week after I
paid my September bill ??? in Oct.

4. Very little, if any, communication with the local
homeowners

A. When new meters were put

B. Never told to flush the water in

the pipes or boil water when new meters were put in

C. Never informed - house to house not

to use water or boil it when something goes
wrong with equipment

5. standing water overnight (dish pan) turns
to slime by next morning

6. Customer Service - None local - all is 877 exchange.

Service people are not prepared to help, they seem to

not understand, nor are they able to pass you on to someone
who can.

Fold and tape - see back for address



Margaret Groth
10824 Premier Ave.
Port Richey, FL 34668-2546

Docket No. 080121-WS
Late Filed Exhibit 193
Page 525 of 562

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

Fold Here

Tape

Fold Here

AQUA

Service To:
ROBERT P. BISSETT
34413 BLACK BASS CIR
FRUITLAND PARK, FL 34731-6306
 Lot: 00000035 Block:

Account Number
000896927 0639786
 VALENCIA TERRACE

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

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

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

Bill Date **October 06, 2008** Total Amount Due **\$ 94.41** Due Date **October 28, 2008**

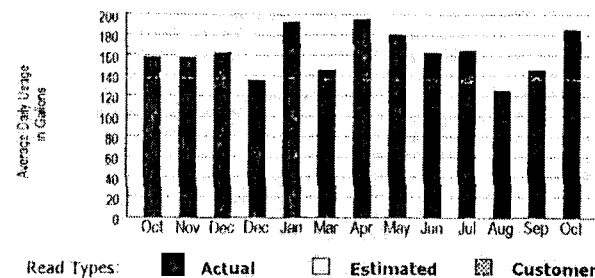
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56610807	5/8	10/01/08	29	Actual	27300	5,400	Gallons
		09/02/08		Actual	21900		
Average Daily Usage = 186 Gallons		Total Days: 29		Total Usage:		5,400	Gallons

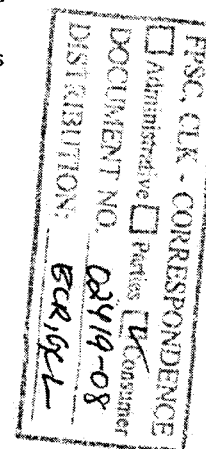
Billing Detail

Amount Owed from Last Bill \$ 60.51
 Total Payments Received 60.51
Balance..... 0.00
 Water Base Facility Charge 13.26
 5,400 gallons @ \$0.00287 per gallon 15.50
 Current Water Charges 28.76
 Sewer Base Facility Charge 31.36
 5,400 gallons @ \$0.00635 per gallon 34.29
 Current Sewer Charges 65.65
Amount Due 10/28/08 \$ 94.41

Water Usage History



After
 Rate
 Increase



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.

RECEIVED
 COMMISSION
 CLERK
 08 OCT 14 AM 8:31

Docket No. 080121-WS
 Late Filed Exhibit 193
 Page 526 of 562

1336423

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Return this portion with your payment

Service To:

FL3351421



Service To:
ROBERT P. BISSETT
34413 BLACK BASS CIR
FRUITLAND PARK, FL 34731-6306
Lot: 00000035 Block:

Account Number
000896927 0639786
 VALENCIA TERRACE

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

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

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

Bill Date **August 07, 2008** Total Amount Due **\$ 48.37** Due Date **August 29, 2008**

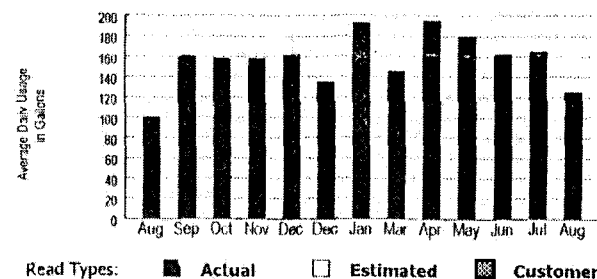
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56610807	5/8	08/01/08	31	Actual	17200	3,900	Gallons
		07/01/08		Actual	13300		
Average Daily Usage = 125 Gallons		Total Days: 31		Total Usage:		3,900	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 53.37
Total Payments Received	53.37
Balance	0.00
Water Base Facility Charge	10.09
3,900 gallons @ \$0.00218 per gallon	8.50
Current Water Charges	18.59
Sewer Base Facility Charge	16.64
3,900 gallons @ \$0.00337 per gallon	13.14
Current Sewer Charges	29.78
Amount Due 08/29/08	\$ 48.37

Water Usage History



Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

1336423

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Return this portion with your payment

Service To:

FL3351421

Docket No. 080121-WS
 Late Filed Exhibit 193
 Page 527 of 562

FLORIDA PUBLIC SERVICE COMMISSION

SUBJECT AQUA UTILITIES

A RATE INCREASE IS CERTAINLY NEEDED AT SOME TIME.

THIS RATE INCREASE SEEMS A LITTLE EXTREME PARTICULARLY THE
SEWER BASE FACILITY CHARGE AND THE AMOUNT PER GALLON.

I WOULD LIKE THIS CALLED TO THE ATTENTION OF OUR PUBLIC SERVICE
COMMISSION

THANK YOU

ROBERT P. BISSETT
34413 BLACK BASS CIRCLE
FRUITLAND PARK, FL 34731

Robert Patrick Bissett

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

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

RECEIVED-FPSC
08 OCT 13 AM 9:54
COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 00419-08
DISTRIBUTION: BCR, GCL

Name MERLE and SANDRA Woodward

Address 35033 GARBER LN.

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 can not believe such an increase is
called for. As far what ever up grades they claim
to have been done, we can not see any differences.
The water still tastes bad, most people in our park
either buy water & carry it in, or put filters on their
faucets. Even that doesn't help. (the filters)

We are senior citizens, on a Fixed income,
and this would put a hardship on us, as well
as others. Even those that are not seniors,
would have a difficult time with this

It seems that Aqua thinks that they
have struck gold! It looks like the water would
cost nearly as much as gasoline!

Please keep the cost reasonable, and it
certainly is not their inflated request.

Sincerely

Merle and Sandra Woodward

Fold and tape - see back for address

Woodward
95033 Garber Lane
Zephyrhills, FL 33541

SAINT PETERSBURG
09 OCT 2008 PM

Docket No. 080121-WS
Late Filed Exhibit 193
Page 530 of 562

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

Docket # 080121-WS

Fold Here

Tape

Fold Here

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

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

COMMISSION
CLERK

CT 13 AM 9:53

RECEIVED-FPSC

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☒ Parties ☒ Consumer
DOCUMENT NO. 02419-08
DISTRIBUTION: 6CL, ECK

Name Zelma Juanita Hanson

Address 35216 Ada 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

I Object to the proposed increase in
the water & wastewater rates.

Before the proposed increase, I believe the
quality of the water should be improved.
I cannot drink the water as it comes from
the ^{faucet} ~~faucet~~. It "smells" and "tastes" bad. I
have to filter the water I cook with and
purchase water to drink.

We no longer have a sewer plant. It has
been gone several years. I suppose it goes into
the county sewage system.

I cannot afford to keep paying higher
rates on everything. It is getting way out of
hand for the elderly. I am 76 yrs. old and on
a fixed income that is stretched to the limit.

I think that is why so many people are
leaving Florida, because of the increases in

Fold and tape - see back for address

Cost of living here.

10-5-08
Signed

Zelma Juanita Hanson

Application for a rate increase in Alachua, Brevard, DeSoto, Highland,
Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

RECEIVED-FPSC
08 OCT 13 AM 9:52
COMMISSION
CLERK

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

Name Joseph Tata
Address 7107 Bougenville
Port Richey, FL 34668

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

300% increase! insane!
can't afford it now!

CAN'T understand Bill now

Some neighbors use less pay
more!

I PAY MORE FOR WATER than
electricity unbelievable

I Will LEAVE Florida!
Joseph Tata

Fold and tape - see back for address

J. TATA

7107 Bougenville

Port Richey, FL 34668

SAINT PETERSBURG

99 OCT 2008

Docket No. 080121-WS

Late Filed Exhibit 193

Page 534 of 562

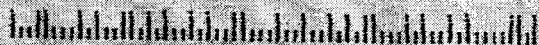
Florida Public Service Commission

Office of Commission Clerk

2540 Shumard Oak Boulevard

Tallahassee, Florida 32399-0850

32399-0850



Fold Here

Tape

Fold Here

Application for a rate increase in Alachua, Brevard, DeSoto, Highlands, L
 Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and W
 FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties
 DOCUMENT NO. 080121-WS
 DISTRIBUTION: 10/15/08

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

RECEIVED-FPSC
 08 OCT 13 AM 9:51
 COMMISSION
 CLERK

Name

Nancy R Shockey

Address

1123 Glover Rd
 Port Richey Fl 34668

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 was at the meeting Sept 26-08
 Be side the cost of the water & sewer
 I have a water conditioner it cost me
 15 dollars a month for the salt Plus
 also have a Brita cooler & heater for the
 water so I have to buy the filters
 about every other month so we can
 drink the water.

The water is just like the other
 people said it was "stinks" off. I don't
 have all these things I could use the water
 to drink or cook with or have a white
 clean wash clothes & dishes

The cost of every thing is almost
 to high for me to keep it up I only have S.S.
 and no other income. So please see
 what you can do to keep the price down
 and make the water taste and smell better Nancy R Shockey

Fold and tape - see back for address

S

Nancy R Shockey
11231 Glover Rd
Port Richey, FL 34668-2313



Docket No. 080121-WS
Late Filed Exhibit 193
Page 536 of 562

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

32399-0850



Fold Here



Fold Here

Ruth Nettles

To: Ann Cole
Cc: Carol Purvis
Subject: RE: Chuluota System Aqua water test results

Docket No. 080121-WS
Late Filed Exhibit 193
Page 537 of 562

DOCUMENT NO. 08-117-08
DISTRIBUTION: _____

Thank you for this information.

I will append this docket correspondence to *consumers & their representatives* under DN 02419-08.

From: Carol Purvis **On Behalf Of** Ann Cole
Sent: Thursday, October 09, 2008 1:18 PM
To: Ruth Nettles
Subject: FW: Chuluota System Aqua water test results

Please handle

From: Bill McNulty
Sent: Wednesday, October 08, 2008 5:11 PM
To: Ann Cole
Cc: Mary Macko; Larry Harris; Lorena Holley; Roberta Bass; William C. Garner
Subject: FW: Chuluota System Aqua water test results

Ann,

Commissioner Skop has received the e-mail correspondence appearing below but has not reviewed or considered it in any way. Please place this e-mail correspondence in the correspondence side of the file in Docket No. 080121-WS.

Thanks,
Bill

Bill McNulty, Chief Advisor to Commissioner Skop
(850) 413-6028 (office)
(850) 413-6029 (fax)
bmcnulty@psc.state.fl.us

From: Nathan A. Skop
Sent: Tuesday, October 07, 2008 2:45 PM
To: Bill McNulty
Subject: FW: Chuluota System Aqua water test results

Please handle.

From: Kelly Sullivan [mailto:kellyrsullivan@gmail.com]
Sent: Tuesday, October 07, 2008 10:39 AM
To: Cecilia Bradley; Charles Beck
Cc: Deborah Schafer; bdallari@seminolecountyfl.gov; sandy.adams@myfloridahouse.gov; Chris Franklin; Ron McKay; Nathan A. Skop; REILLY.STEVE@leg.state.fl.us
Subject: Chuluota System Aqua water test results

Hello Cecilia and Charlie:

10/9/2008

Do you guys have any information regarding test results for Aqua as a result of our PSC Customer Service hearing?

Thanks,
Kelly Sullivan

Docket No. 080121-WS
Late Filed Exhibit 193
Page 538 of 562

----- Forwarded message -----

From: **Deborah Schafer** <Deborah1113@cfl.rr.com>

Date: Oct 3, 2008 7:42 AM

Subject: Aqua

To: Kelly Sullivan <kellyrsullivan@gmail.com>, bdallari@seminolecountyfl.gov

As we know for the cost of not planning , water is going to cost everyone allot more money in the future, but at least most people have quality water. This water is awful and unhealthy in Chuluota. Kelly have you ever heard about any of the water that was taken for testing by PSC what the outcome was ? I have a 93 year old neighbor I care for and her water has been so stinky ,worse than it normal is and almost cloudy and grainy I wonder what Aqua is doing ? She is on a limit income so I buy her bottle water for drinking. Can you imagine how many folk in Chuluota proper have to drink that water because they can't afford to buy bottled water.

Docket No. 080121-WS
Late Filed Exhibit 193
Page 539 of 562

Ruth Nettles

From: Ruth Nettles
Sent: Thursday, October 09, 2008 1:22 PM
To: Ann Cole
Cc: Carol Purvis
Subject: RE: HOA Electric Bill

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

Thank you for this information.

I will append this docket correspondence to **consumers & their representatives** under DN 02419-08.

From: Carol Purvis **On Behalf Of** Ann Cole
Sent: Thursday, October 09, 2008 1:18 PM
To: Ruth Nettles
Subject: FW: HOA Electric Bill

Please handle

From: Bill McNulty
Sent: Wednesday, October 08, 2008 5:12 PM
To: Ann Cole
Cc: Mary Macko; Larry Harris; Lorena Holley; Roberta Bass; William C. Garner
Subject: FW: HOA Electric Bill

Ann,

Commissioner Skop has received the e-mail correspondence appearing below but has not reviewed or considered it in any way. Please place this e-mail correspondence in the correspondence side of the file in Docket No. 080121-WS.

Thanks,
Bill

Bill McNulty, Chief Advisor to Commissioner Skop
(850) 413-6028 (office)
(850) 413-6029 (fax)
bmcnulty@psc.state.fl.us

From: Nathan A. Skop
Sent: Tuesday, October 07, 2008 2:45 PM
To: Bill McNulty
Subject: FW: HOA Electric Bill

Please handle.

From: Kelly Sullivan [mailto:kellyrsullivan@gmail.com]
Sent: Tuesday, October 07, 2008 10:51 AM
To: Cecilia Bradley; Charles Beck; REILLY.STEVE@leg.state.fl.us; bdallari@seminolecountyfl.gov; sandy.adams@myfloridahouse.gov; Nathan A. Skop; Deborah Schafer
Subject: Fwd: HOA Electric Bill

FYI

10/9/2008

----- Forwarded message -----

From: **Kelly Sullivan** <kellyrsullivan@gmail.com>
Date: Oct 7, 2008 10:49 AM
Subject: Re: HOA Electric Bill
To: Chris Franklin <chfranklin@aquaamerica.com>
Cc: Rod Santomauro <rsantomauro@bellsouth.net>

Dear Mr. Franklin:

I am on the Board of the Osprey Lakes Homeowners Association. The message below is from our HOA President. Rod's investigation as to why our HOA power bill dramatically increased last month uncovered a much larger issue than one month's dramatic increase in power usage. Please advise at your earliest convenience how you wish to proceed to rectify this situation in a cooperative manner.

Thank you,
Kelly Sullivan
321.287.5062

On 9/30/08, **Rod Santomauro** <rsantomauro@bellsouth.net> wrote:

Hello Kelly,

We've been able to determine that the increase in our HOA electric bill (triple increase last month and double increase this month) is due to the lift station (Aqua Utilities) on White Crane Court. The increased bill is most likely related to sewer blockage in their lines that caused the pump to run continuously.

Now for the good part.....why are we paying the electric bill for THEIR LIFT STATION? We have been paying this bill since the takeover from Horton.

Carol has contacted Aqua, but is getting the usual runaround as to why we're paying the bill. FPL cannot tell us anything. Is there anyone that you can contact to help us out and/or shed some light on this. We are talking thousands of dollars here and could certainly use this to help our budget.

Rod

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

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

RECEIVED-PPSC
08 OCT -9 AM 9:25
COMMISSION
CLERK

Name MAIRA DABE

Address 10615 ALACRA DR

POWERS FL 34668 863 65 40 727

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 Feel that they should not raise the water
because, we have a very bad water,
I can't cook with the water, I can't drink
the water, I spend 30 dollars month buying
4 gallons of water every day for cooking and
drinking, if the water go up I will turn off
appliance, because I don't want the service
Please I will like to move from this
area if just because the water.
Please do not raise the bill is a lot of
people very poor they don't have much money
to pay bills like me I have only 600.00
month from my Ex husband, and I can not
sales this house until the price go up.
I went to you meeting is was great
you guys are my kings. Ples, and Understared
our situation. Thank so much. God

Fold and tape - see back for address

plss yll

Mada Date
10615 A7A/PA DR
Port Rocky FL 34668

Docket No. 080121-WS
Late Filed Exhibit 193
Page 542 of 562

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

60101-9 AM 7:09

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32399-0850



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rate increase in Alachua, Brevard, DeSoto, Highlands, Lake
Lalasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

THOMAS E. ALVEY

34921 CARL AVE.

LEPHYRHILLS, FL. 33541

COMMISSION
CLERK

08 OCT -9 AM 9:15

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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

On the last several years we have
seen the senior citizens living in over 55
parishes victimized by excessive charges for
water & sewer. These services in general
are owned by outside investors who have
little interest in their victims in Florida.

Now we are threatened by the prospect of
of even higher & unjustified increases.
We feel helpless to correct this situation
and have to depend on your help.

The people served by local government
owned services are paying much less than
we are now. We feel we are being used as
a cash cow by these out of state investors.

Application for a rate increase in Alachua, Brevard, DeSoto, Highlands, La
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. 080121-08
DISTRIBUTION: BCL, GCL

Name JEANIE GIRDNER
Address 7524 REDCOAT AVE
PORT RICHEY FL 34668

COMMISSION
CLERK

08 OCT -9 AM 9:15

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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 Says it ALL People can't
AFFORD A RATE HIKE ! LISTEN TO THE
PEOPLE NOT THE CEO'S THE AMERICAN
PEOPLE ARE HURTING NOT JUST
YOUNG BUT OLD PEOPLE TOO !
PLEASE LISTEN TO THESE PEOPLE

THANK YOU

Jeanie Gardner

Fold and tape - see back for address



Tom and Jeanie Gardner
7524 Redcoat Ave.
Port Richey, FL 34668

08 OCT 1980



Docket No. 080121-WS
Late Filed Exhibit 193
Page 545 of 562

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

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for assistance," he said. "These are all new people."

Times staff writer Camille Spencer contributed to this report.

Pineellas

A comparison of the number and type of calls made in Pineellas during two two-month periods (Sept. 2006 to Aug. 2007 and Sept. 2007 to the end of August) suggests the dismal economy has more residents scrambling. Overall requests for help were up just over 8 percent, going from 60,306 to 64,662. The increase was due to aid for basic household costs surged.

RENTAL OR MORTGAGE HELP: Up 46 percent, to 10,304 requests.

HELP WITH UTILITY REQUESTS: Up 23 percent, to 9,916.

FOOD AID: Up 58 percent, to 2,974.

Hillsborough

In Hillsborough, total requests went up 4.4 percent — 93,676 calls from October 2007 through last month — compared with the same period last year.

RENTAL OR MORTGAGE HELP: Up 8.9 percent, to 10,304 requests.

HELP WITH UTILITY REQUESTS: Up 47.1 percent, to 9,916.

FOOD AID: Up 9.3 percent, to 1,081.

Pasco

The total number of 211 calls for July and August increased 34 percent, to 4,974, over the same months last year. Almost half were for utilities. "The majority is related to the economy," said Susan Arnett, president of the United Way of Pasco County. "People are needing more help with utilities and food."

RENTAL OR MORTGAGE HELP: Up 13 percent, to 462 requests.

UTILITY HELPS: Up 42 percent, to 1,224.

FOOD AID: Up 34 percent, to 329.

Hernando

Overall requests to the Hernando helpline are up, concentrated in key areas like mortgage, food and utility help. But Kathy Jones, Hernando County United Way's executive director, said workers are hearing from more people who need help paying for their medicine. Requests for prescription assistance were up 41 percent during the past two months compared to the same months last year, with 61 calls.

RENTAL OR MORTGAGE HELP: Up 35 percent, to 178 requests.

HELP WITH UTILITY REQUESTS: up 175 percent, to 399.

FOOD AID: Up 126 percent, to 254.

*Hernando and Pasco county data is a two-month comparison of July-August 2007 compared to July-August 2008.

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

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

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08 OCT -9 AM 9:15

COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE
<input type="checkbox"/> Administrative <input checked="" type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 02-19-08
DISTRIBUTION: BCR, CLK

Name Howard C WOFFORD

Address 35128 ada ave.

ZEPHYRHILLS Fla. 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 am retired & can't afford that
much raise in a water, I hope &
Pray the raise is voted down.

Thank you

Howard C Wofford

FORWARD WOFFORD

5128 ada and

Leaphyello File.

33541

08 OCT 2008 9-100 80

TAMPA FL 335
SAINT PETERSBURG FL
08 OCT 2008 PM 7 L



Docket No. 080121-WS
Late Filed Exhibit 193
Page 548 of 562

Florida Public Service Commission
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Application for a rate increase in Alachua, Brevard, DeSoto, Highlands, Li
Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Wa

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

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08 OCT -9 AM 9:14
COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 02419-08
DISTRIBUTION: BCR, GCL

Name RONALD F. GUSE & MARY F. GUSE

Address 35155 ADA 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.

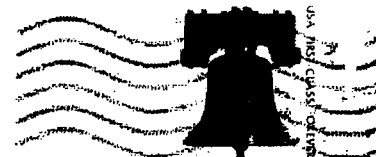
CONSUMER COMMENTS
WATER OFTEN SMOELS
SOMETIMES SPECKS IN WATER
WE DON'T DRINK IT.
WE DON'T COOK WITH IT.
COST OF SEWER WAY TOO HIGH.
WE HOPE THE PRICE WON'T GO UP!
TOO MUCH NOW FOR FIXED
INCOME PEOPLE.
(ZEPHYR SHORES)
Ronald F. Guse
Mary F. Guse

Fold and tape -- see back for address



Ronald F. Guse
35155 Ada Ave.
Zephyrhills, FL 33541-2102

TAMPA FL 335
ST PETERSBURG FL
06 OCT 2008 PM 3 T



Docket No. 080121-WS
Late Filed Exhibit 193
Page 550 of 562

Florida Public Service Commission
Office of Commission Clerk
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Application for a rate increase in Alachua, Brevard, DeSoto, Highlands, La
Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Was

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 02419-08
DISTRIBUTION: CCA, GCL

Name

Norris Cooper

Address

35209 Ada Ave

Gephyr Hills, FL 33541

COMMISSION
CLERK

08 OCT - 7 AM 11:32

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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 am writing concerning the utility increase in Gephyr Shores Park. It seems its going much to high for Senior Citizens, most everyone in the park are on a fixed income.

Also the water seems to be questionable it is so discolored I will not drink it. I buy drinking water which is another expense, and we do not have a sewage plant in our park. I feel we should not have to pay a waste water cost.

I'm 80 years old, and on a very small fixed income. If this is not worked out to a more reasonable rate I'll be forced to turn off everything ~~the~~ ^{here} and stay home.

Signed: *Norris Cooper*

Date: *Sept. 30, 2008*

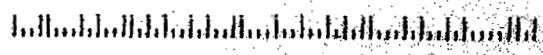
Fold and tape - see back for address

Doris Cooper
35209 Ada Ave
Daytonville FL 32741

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

08 OCT - 7 14 7:26

32399-0850 C001



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

STAMP

Application for a rate increase in Alachua, Brevard, DeSoto, Highlands, L,
Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Wa

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☐ Consumer
 DOCUMENT NO. 02419-08
 DISTRIBUTION: 622962

RECEIVED-FPSC
 08 OCT -6 PM 3:04
 COMMISSIONER
 CLERK

Name

Catherine Reagan

Address

35042 Carl Ave Zephyrhomes Estates
 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 think it is appalling what you are going to raise the water & sewer rate too. Being a senior citizen on a fixed income it will be very difficult to pay for such an increase.

As we don't even have a sewer system, you are just ripping us off.

As it is now I collect rain water for plant and clean up jobs outside. Only flush toilet two or three times a day, and take very short showers.

If I have company my bill increase, I have to tell people not to shower long etc..

I hope and pray there is a solution to not raising our rates. The water ~~is~~ ^{is} too bad we have to filter it to use it

Catherine P. Reagan
35042 Carl Ave.
Zephyrhills, FL 33541-2175

TAMPA FL 335
ST PETERSBURG FL
23 OCT 2005 PM 3 T



Docket No. 080121-WS
Late Filed Exhibit 193
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Florida Public Service Commission
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☐ Administrative ☒ Parties ☒ Consumer
DOCUMENT NO. 02419-0
DISTRIBUTION: ECR 616

Application for a rate increase in Alachua, Brevard, DeSoto, Highlands, Lak
Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Wasl

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

RECEIVED-FPSC
08 OCT -6 AM 9:12
COMMISSION
CLERK

Name Anna Masi
Address 7429 Executive Woods Court
Port Richey, Fl. 34668

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.

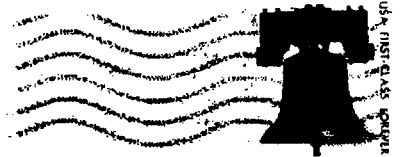
CONSUMER COMMENTS

Aqua Utilities wants a increase
they have a nerve to ask for the
increase, when their water is so bad
that you can't drink it, you have to
buy water which it is an expense to
us. My pots, pan and sink is so
bad turnish that you can't scrub
it clean. I'm against the increase
until they correct the water and
chemical's.

Mrs Anna Masi

Mrs. A. Masi
7429 Executive Wds. Ct.
Port Richey, Fl. 34668

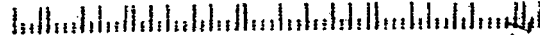
TAMPA FL 335
PETERSBURG FL
OCT 2008 PM 4 1



Docket No. 080121-WS
Late Filed Exhibit 193
Page 556 of 562

Florida Public Service Commission
Office of Commission Clerk
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18 OCT - 6 AM '08
UNIT 1008

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

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☐ Consumer
DOCUMENT NO. 02419-06
DISTRIBUTION: ECH 10/11

RECEIVED-FPSC
08 OCT -6 AM 9:11
COMMISSION
CLERK

Name Blanca Martinez
Address 7540 Tyson Dr.
Port Richey, FL 34668

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 writing this as concerned consumer of this
Company Aqua Utilities. This suppose increase that
they are asking for is outrageous. There water
quality is horrible it smells like a dead animal.
Our main concern is Why are we paying higher
rates than other utility companies out there?
Why is our water quality so bad? How are all
the senior citizens in our community suppose
to pay a increase of over 100% in there bill
if they live on a fix income?

Our economy is in no position to afford this
raise in our water. What happens when
we can't pay our bill? Please do not let
this company get away with this. They
should lower there rates and match what
other companies charge. We as a community
have more concern regarding this company.

Fold and tape - see back for address

Thank You,
B. Martinez

Blanca Martinez
7540 Tyson Dr.
Port Richey, FL 34668

JOINT PETERSBURG

Docket No. 080121-WS

Late Filed Exhibit 193

Page 558 of 562

Florida Public Service Commission

Office of Commission Clerk

2540 Shumard Oak Boulevard

Tallahassee, Florida 32399-0850

08 OCT - 5 11 30
7:35

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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

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 02419-08
DISTRIBUTION: ECR 160

Name

Address



Ms Mary E Hardin
35053 Cynthia Ave Lot 193
Zephyrhills, FL 33541

COMMISSION
CLERK

08 OCT - 6 AM 9:11

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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

To whom it may concern: I don't think we should pay any more for the quality of water, we are receiving. Number one it smells funny, my cat won't even drink it. Number 2 I have to buy drinking water, and use very often. It was too high at \$45.26 a month the way it is. So cut down on my water bill, I have went back to washing dishes in a dish pan, & plugging up one side of my sink to rise with. I have a shut off on my shower, I can't even enjoy to shower any more. I flush my toilet every third time, to save water, but the price keeps getting higher. Where will it all end. They don't even read the meters anymore.

Fold and tape - see back for address

Thanks m



Ms Mary E Hardin
35053 Cynthia Ave Lot 193
Zephyrhills, FL 33541

Docket No. 080121-WS
Late Filed Exhibit 193
Page 560 of 562

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

08 OCT -6 AM 7:28

323990850 C001



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

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

FPSC CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 02419-08
DISTRIBUTION: ECA/CL

Name JANET OWENS
Address 7500 GREYBIRCH TER
PORT RICHEY FL 34668

COMMISSION
CLERK

08 OCT -3 AM 9:38

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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 am very Much opposed to rate increase. For 2 people living in this household the Water bill is out of sight \$75.00. We are both gone to work for 8 hrs how can this possibly be right for 2 people.

We asked numerous times over the years for a service man to check for leaks etc, however to no avail has anyone come to assist they continue to pass the buck asking us the consumer to read the Meter.

My suggestion would be a New Water Company.

Sincerely
Janet Owens

Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

FAX No. 800-511-0809

RECEIVED-FPSC September 27, 2008

OCT -2 PM 4:18

Subject: Hearing on proposed water and sewer rate increase by Aqua Utilities Florida, Inc.
Docket No. 080121-WS

COMMISSION
CLERK

Dear FPSC Members,

We, the undersigned, regret we could not attend one of the hearing held during the summer months regarding the proposed increases for water and sewer rates of above subject, Docket No. 080121-WS. We are also writing this letter for others we have discussed this with and they are in agreement.

We are 6 month residents of one of the two sub-divisions in Zephyrhills served by subject utility provider and would like to register our belief that Aqua Utilities Florida proposed request for rate increases are not warranted and are in fact unfair.

1. The two subdivisions served by Aqua in Zephyrhills are occupied mostly by seniors who spend only winter months at our homes in Florida. It is unfair for Aqua to knowingly scheduled hearing meetings when most of us (75%+) are unavailable to attend and voice our opinions.
2. The proposed base water charge increase of \$21.92 from \$6.30 is obscene, a 248% increase. The base wastewater charge increase to \$45.26 from \$11.39, a 297% increase is also unfair. As 6 month residence customers, we are obligated to pay these monthly rates even without any water or sewerage usage.
3. More importantly, we believe, the setup as proposed will penalize the retired, low income, single, and people who are trying to conserve water and favor those who don't and waste our precious water reserves.

With the proposed rates, the actual total cost for most of us residence users in American Condominium Park and Zepher Shores sub-divisions, averaging about 2000 gallons per month, would go from \$46.83 to \$92.34 or a 97% increase. The costs for a 5000 gallon user, as noted in Aqua's notice, go from \$90.54 to \$129.83, an increase of only 43%. The % increases are even higher for lower usage and smaller for larger usage.

At a time when we should be conserving our water reserves, we are penalizing those who conserve and rewarding those who use more.

If any increases in rates are justified or necessary, reduce the base charges and increase the rate per 1000 gallon usage and people will conserve more.

Thank you for your time, and help us conserve our water.

Donald F. Dimmer & Patricia C. Dimmer

Donald F. Dimmer, Patricia C. Dimmer
4807 Bobby Ave., Lot 255
Zephyrhills, FL 33541

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

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