

# Holland & Knight

315 South Calhoun Street, Suite 600 | Tallahassee, FL 32301 | T 850.224.7000 | F 850.224.8832  
Holland & Knight LLP | www.hkllaw.com

D. Bruce May, Jr.  
850 425 5607  
bruce.may@hkllaw.com

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November 19, 2009

VIA HAND-DELIVERY

Ms. Ann Cole, Director  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Betty Easley Conference Center, Room 110  
Tallahassee, FL 32399-0850

Re: *In Re: Application for increase in water and wastewater rates in Alachua, Brevard, DeSoto, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by Aqua Utilities Florida, Inc., Docket No. 080121-WS*

Dear Ms. Cole :

Pursuant to Rule 25-22.006(4), Florida Administrative Code, enclosed for filing on behalf of Aqua Utilities Florida, Inc. ("AUF") are the original and fifteen (15) copies of AUF's Sixth Request for Confidential Classification of Customer-Specific Information Required by Quality of Service Monitoring Plan (the "Sixth Request"). Separate, sealed envelopes marked "Confidential" contain the following:

1. Exhibit B to the Sixth Request. **This envelope contains one (1) copy of Exhibit B, which is comprised of a report of all customer inquiries (including complaints) for the month of October, 2009 with the confidential information subject to the request highlighted in transparent ink.** Exhibit A to the Sixth Request contains the original and fifteen (15) copies of the confidential exhibit with the confidential provisions blocked out.

2. Exhibit C to the Sixth Request. **This envelope contains one (1) copy of Exhibit C, which is comprised of the monthly report of customer inquiries for the month of October, 2009. Because the information in Exhibit C is stored in electronic format, it is not possible to redact the confidential information contained therein. Therefore, as provided in**

COM \_\_\_\_\_  
APA \_\_\_\_\_  
ECR \_\_\_\_\_  
GCL \_\_\_\_\_  
RAD \_\_\_\_\_  
SSC \_\_\_\_\_  
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OPC \_\_\_\_\_  
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Atlanta | Bethesda | Boston | Chicago | Fort Lauderdale | Jacksonville | Lakeland | Los Angeles | Miami | New York  
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**Florida Administrative Code Rule 25-22.006(4), the disk is unedited and should be treated as confidential in its entirety.**

3. Exhibit D to the Sixth Request. **This envelope contains one (1) set of twenty-two (22) disks of Exhibit D, which is comprised of sound recordings of customer inquiries for the month of October, 2009. Because the sound recordings are stored in electronic format, it is not possible to redact the confidential information contained therein. Therefore, as provided in Florida Administrative Code Rule 25-22.006(4), the disks are unedited and should be treated as confidential in their entirety.**

3. Exhibit F to the Sixth Request. **This envelope contains one (1) copy of Exhibit F, which is comprised of monthly meter reading logs for the month of October, 2009, with the confidential information subject to the request highlighted in transparent ink. Exhibit E to the Sixth Request contains the original and fifteen (15) copies of the confidential exhibit with the confidential provisions blocked out.**

For our records, please acknowledge your receipt of this filing on the enclosed copy of this letter. Thank you for your consideration.

Sincerely,

HOLLAND & KNIGHT LLP

  
D Bruce May, Jr.

DBM:kjg

Enclosures

cc: Ralph Jaeger, Esq.  
Katherine Fleming, Esq.  
Caroline Klancke, Esq.  
Erik Saylor, Esq.  
Charles Beck, Esq.  
Cecilia Bradley, Esq.  
Kimberly A. Joyce, Esq.

**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: November 19, 2009**

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**AQUA UTILITIES FLORIDA, INC.'S  
SIXTH REQUEST FOR CONFIDENTIAL CLASSIFICATION OF  
CUSTOMER-SPECIFIC INFORMATION REQUIRED BY  
QUALITY OF SERVICE MONITORING PLAN**

Aqua Utilities Florida, Inc. ("AUF"), pursuant to Section 367.156, Florida Statutes, and Rule 25-22.006(4), Florida Administrative Code, requests confidential classification of customer-specific information to be supplied by AUF to the Commission in accordance with the quality of service monitoring plan in Order No. PSC-09-0385-FOF-WS (the "Order"). In support of its request, AUF states:

1. The Order requires AUF to submit to the Commission (i) a monthly report listing all customer complaints for the first six (6) months after the Order is issued and (ii) sound recordings of customer complaints for the month for the first six (6) months after the Order is issued. Order at 22. The Order also requires AUF to submit to staff meter reading route schedules for the six (6) months after the Order is issued and meter reading logs for the same six (6) month period. *Id.* The monthly customer complaints reports, the monthly sound recordings, and the meter reading logs all contain proprietary customer-specific information, the disclosure of which would harm the privacy interests of individual customers and subject those customers to other harm, including potential identity theft. Accordingly, AUF is submitting its sixth and final monthly report listing all customer inquiries (which include complaints) and the meter reading logs for the month of October, 2009 in redacted form to protect certain specified

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confidential information. Similarly, in accordance with Florida Administrative Code Rule 25-22.006(4)(b), AUF is submitting the customer inquiry report and sound recordings for the month of October 2009 on electronically-stored disks which have not been edited but which should be kept confidential because the disks contain sensitive proprietary customer-specific information.

2. The monthly customer inquiry reports, the sound recording submissions, and the meter reading logs are entitled to confidential classification pursuant to Section 367.156(3), Florida Statutes, and Rule 25-22.006, Florida Administrative Code, and are exempt from Section 119.07(1), Florida Statutes, and Article I, Section 24(a), of the Florida Constitution, because such information constitutes "proprietary confidential business information" as defined in Section 367.156(3), Florida Statutes.<sup>1</sup>

3. Pursuant to Florida Administrative Code Rule 25-22.006, detailed justification for the confidential classification of the monthly customer inquiry reports, the monthly sound recordings of customer inquiries, and the monthly meter reading logs are set forth below.

#### **Monthly Reports of Customer Inquiries**

4. The Order requires that monthly reports listing all customer complaints shall "include customer name, address, phone number, account number, a description of the complaint, and how the complaint was resolved . . . ." Order at 22. AUF has previously supplied monthly reports of all customer inquiries (which included complaints) for May, June, July, August and September, 2009. AUF is now providing its monthly report of all customer inquiries (including complaints) for October, 2009.

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<sup>1</sup> § 367.156(3), Fla. Stat. defines proprietary confidential business information as: ". . . information, regardless of form or characteristics, which is owned or controlled by the person or company, is intended to be and is treated by the person or company as private in that the disclosure of the information would cause harm to the ratepayers or the person's or company's business operations, and has not been disclosed unless disclosed pursuant to a statutory provision, an order of a court or administrative body, or a private agreement that provides that the information will not be released to the public."

5. The Commission has consistently ruled that detailed customer-specific information such as customer name, address, phone number, and account number are proprietary confidential business information "the disclosure of which would harm the privacy interest of individual customers and deter customers from contacting the company in the future if such information is subject to public disclosure . . . ." See, e.g., *In re: Review of Florida Power Corporation's earnings, including effects of proposed acquisition of Florida Power Corporation by Carolina Power & Light*, 02 F.P.S.C. 3:215, Docket No. 000824-EI, Order No. PSC-02-0356-CFO-EI (March 15, 2002). Similarly, the Commission has found that disclosure of a utility customer's "personal account numbers could provide unauthorized access to third parties; thus, potentially harming [the utility's] customers." See *In re: Request for confidential treatment of certain information contained in draft report setting forth a review of customer deposit procedures of Florida's five investor-owned utilities, by Progress Energy Florida, Inc.*, 07 F.P.S.C. 6:324, Docket No. 070245-EI, Order No. PSC-07-0552-CFO-EI (June 29, 2007).

6. The following columns in AUF's report of customer inquiries for October 2009, are confidential and have been redacted for the following reasons:

- Column B - contains the customer name which is detailed customer-specific information that the Commission has routinely protected as proprietary confidential business information.
- Column C - contains the customer address which is detailed customer-specific information that the Commission has routinely protected as proprietary confidential business information.
- Column D - contains the customer account number which is detailed customer-specific information that the Commission has routinely protected as proprietary confidential business information.
- Column F - contains the customer telephone number which is detailed customer-specific information that the Commission has routinely protected as proprietary confidential business information.

### **Sound Recordings of Customer Inquiries**

7. The Order requires AUF to submit on a monthly basis sound recordings of customer complaints from customers for the first six (6) months after the Order is issued. The purpose of this requirement is to give staff an opportunity to "listen to a sample of these [recordings] to determine if the customer complaints are handled in a professional and courteous manner." Order at 22. These sound recordings are designed to capture the dialogue between the customer and the AUF customer service representative whereby the AUF customer service representative attempts to diagnose and resolve a customer's issue. This dialogue between the customer and the customer service representative involves a discussion of sensitive customer-specific information such as proprietary credit card data, Social Security number, bank account number, customer medical condition, address, and other highly confidential customer-specific information. The disclosure of this highly sensitive and proprietary customer-specific information would harm the privacy interest of customers and subject those customers to harm, including potential identity theft. AUF has previously provided sound recordings of all customer inquiries (including complaints) received by AUF's call center for the months of May, June, July, August and September 2009. AUF is now providing its monthly sound recordings of customer inquiries (including complaints) received by its call center for October, 2009.

8. As indicated above, the Commission has consistently ruled that sensitive customer-specific information such credit card data, telephone number, Social Security number, bank account number, medical condition, and address is proprietary confidential business information and thus entitled to confidential classification. *See, e.g., In re: Investigation into Southern Bell Telephone & Telegraph Company's compliance with Rule 25-4.110(2), F.A.C., rebates*, 92 F.P.S.C. 3:225, Docket No. 910727-TL, Order No. PSC-92-0053-PCO-TL (March

12, 1992) (personal information concerning health and age of ratepayers are classified as confidential); Order No. PSC-02-0356-CFO-EI, *supra*. See also, Op. Att'y Gen. Fla. 2003-23 (2003) (Social Security numbers of water and wastewater customers are confidential and protected from disclosure under Chapter 119, Florida Statutes); Section 119.071(5), Florida Statutes (Social Security numbers, bank account numbers and other credit card information are confidential and should be protected from public disclosure).

9. The sound recordings are stored electronically on disks, and the highly sensitive proprietary customer-specific information is interspersed throughout the disks. Thus, it is not possible to redact the confidential information contained therein. In accordance with Florida Administrative Code Rule 25-22.006(4)(b), twenty-two (22) unedited disks containing the sound recordings for the month of October 2009 are attached.

#### **Monthly Meter Reading Logs**

10. The Order requires AUF to submit to staff route schedules for its regulated systems that identify the date that meters will be read for six (6) months after the Order is issued. The Order also requires AUF to provide staff with the meter reading logs for the same six (6) month period. Order at 22. This requirement is intended to give staff an opportunity to manually read a sample of AUF's meters on the same day that AUF is scheduled to read the meters in order to verify the accuracy of the meter readings and the resulting customer bills. The meter reading logs contain sensitive customer-specific information such as customer name and address.

11. As discussed above, the Commission has consistently ruled that detailed customer-specific information such as customer name and address are confidential proprietary information "the disclosure of which would harm the privacy interest of individual customers

and deter customers from contacting the Company in the future if such information is subject to public disclosure . . . ." See Order No. 02-0356-CFO-EI, *supra*.

12. The following columns in the monthly meter reading logs for October, 2009 are confidential and have been redacted for the following reasons:

- Column A - contains the customer name which is detailed customer-specific information that the Commission has routinely protected as proprietary confidential business information.
- Column B - contains the customer address which is detailed customer-specific information that the Commission has routinely protected as proprietary confidential business information.

#### **Documents Attached to the Request**

13. The following documents supporting this request are attached hereto and incorporated by reference herein:

Exhibit "A": The original and fifteen (15) copies of the redacted monthly report of customer inquiries (including complaints) for the month of October, 2009 have been contemporaneously filed in this docket with this Request.

Exhibit "B": The monthly report of customer inquiries (including complaints) for the month of October, 2009 with the confidential information subject to this request highlighted in transparent ink. **This document has been placed in a sealed envelope marked "CONFIDENTIAL" and should receive confidential treatment by the Commission.** One (1) copy of Exhibit "B" is attached to the original filing hereof.

Exhibit "C": One (1) copy of a CD containing the monthly report of customer inquiries (including complaints) for the month of October, 2009 with the confidential information subject to this request highlighted. Because the information in Exhibit "C" is stored in electronic format, it is not possible to redact the confidential information contained therein. **This CD has been placed in a sealed envelope marked "CONFIDENTIAL" and should receive confidential treatment by the Commission.**

Exhibit "D": Sound recordings of customer inquiries (including complaints) for the month of October, 2009. Because the sound recordings are stored in electronic format, it is not possible to redact the confidential information contained therein. Therefore, as provided in Florida Administrative Code Rule 25-22.006(4), twenty-two (22) unedited disks containing the sound records for the month of October, 2009 are attached. **The recorded information contains**

**highly sensitive customer specific information the disclosure of which may violate the privacy of customers and subject customers to identify theft and other adverse consequences. The disks have been placed in a sealed envelope marked "CONFIDENTIAL" and should receive confidential treatment by the Commission.**

Exhibit "E": The original and fifteen (15) copies of the redacted monthly meter reading logs for the month of October, 2009 have been contemporaneously filed in this docket with this Request.

Exhibit "F": Meter reading logs for the month of October, 2009 with the confidential information subject to this request highlighted in transparent ink. **This document has been placed in a sealed envelope marked "CONFIDENTIAL" and should receive confidential treatment by the Commission.** One (1) copy of Exhibit "F" is attached to the original filing hereof.

WHEREFORE, AUF requests that the following customer-specific information be classified as confidential and exempt from Chapter 119, Florida Statutes, and Article I, Section 24(a), of the Florida Constitution for the maximum period: (i) the specified confidential information in the customer inquiry report highlighted in Exhibit "B"; (ii) the electronically stored material of the report of customer inquiries for October, 2009 contained on the disk designated as Exhibit "C"; (iii) the electronically stored material of sound recordings of customer inquiries for October, 2009 contained on the disks designated as Exhibit "D"; and, (iv) the specified confidential information in the meter reading logs highlighted in Exhibit "F".

Respectfully submitted this 19th day of November, 2009 by:



**D. Bruce May, Jr.**  
Florida Bar No. 354473

**Gigi Rollini**  
Florida Bar No. 684491  
Holland & Knight, LLP  
Post Office Drawer 810  
Tallahassee, Florida 32302-0810  
(850) 224-7000 (Telephone)  
(850) 224-8832 (Facsimile)

*Counsel for Aqua Utilities Florida, Inc.*

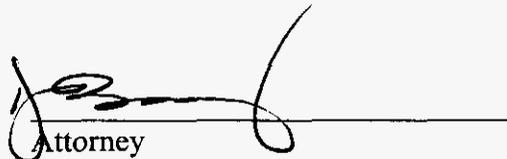
**CERTIFICATE OF SERVICE**

I hereby certify that a copy of the foregoing was furnished by hand delivery this 19th day of November, 2009 to the following:

Charles Beck, Esq.  
Stephen C. Reilly, Esq.  
Office of Public Counsel  
111 West Madison Street  
Room 812  
Tallahassee, Florida 32399-1400

Cecilia Bradley, Esq.  
Office of the Attorney General  
The Capitol – PL01  
Tallahassee, FL 32399-1050

Ralph Jaeger, Esq.  
Katherine Fleming, Esq.  
Caroline Klancke, Esq.  
Office of General Counsel  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850



Attorney

# Holland & Knight

315 South Calhoun Street, Suite 600 | Tallahassee, FL 32301 | T 850.224.7000 | F 850.224.8832  
Holland & Knight LLP | www.hklaw.com

D. Bruce May, Jr.  
850 425 5607  
bruce.may@hklaw.com

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November 19, 2009

**VIA HAND DELIVERY**

Ms. Ann Cole, Director  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Betty Easley Conference Center, Room 110  
Tallahassee, FL 32399-0850

Re: *In Re: Application for increase in water and wastewater rates in Alachua, Brevard, DeSoto, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by Aqua Utilities Florida, Inc., Docket No. 080121-WS*

Dear Ms. Cole:

In accordance with Order No. PSC-09-0385-FOF-WS, Aqua Utilities Florida, Inc. ("AUF") submits the original and fifteen (15) copies of the following:

1. The report of customer inquiries (including complaints) received by AUF for the month of October, 2009, with proprietary customer-specific information redacted.
2. The meter reading logs for the month of October, 2009, with proprietary customer-specific information redacted.

Unredacted copies of the foregoing with confidential information highlighted in transparent ink, along with one (1) unedited disk containing the report of customer inquiries (including complaints) received by AUF for the month of October, 2009, twenty-two (22) unedited disks containing sound recordings of customer inquiries (including complaints) for the month of October, 2009, and meter reading logs for the month of October, 2009 have been contemporaneously filed in this docket as part of AUF's Sixth Request for Confidential Classification of Customer-Specific Information Required by Quality of Service Monitoring Plan.

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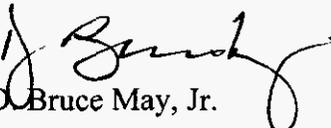
Ann Cole  
November 19, 2009  
Page 2

Pursuant to the Order, this is the sixth and final monthly report in compliance with the Commission's Quality of Service Monitoring Plan.. As agreed to by staff, AUF will provide an additional Route Schedule for November 2009 on or around December 20, 2009.

Please acknowledge receipt of this filing by stamping the extra copy of this letter "filed" and returning the copy to me. Thank you for your assistance.

Sincerely,

HOLLAND & KNIGHT LLP

  
D. Bruce May, Jr.

DBM:kjg  
Encls.

cc: Ralph Jaeger, Esq. (w/encl.)  
Katherine Fleming, Esq. (w/encl.)  
Caroline Klancke, Esq. (w/encl.)  
Erik Sayler, Esq. (w/encl.)  
Charles Beck, Esq. (w/encl.)  
Cecilia Bradley, Esq. (w/encl.)  
Kimberly A. Joyce, Esq. (w/encl.)

# 8979217\_v1

Aqua Utilities Florida, Inc.

Customer Inquiries Report

October, 2009

**REDACTED**

PUBLIC VERSION

EXHIBIT A

DOCUMENT NUMBER-DATE  
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080121-WS  
 Florida Inquiries Log October 2009 (Redacted Final)

(A) Date Reported	(B) Customer Name	(C) Address	(D) Premises Number	(E) CCS Reason	(F) Contact Information	(G) Customer Issue	(H) Company Action	(I) Date Resolved
10/1/2009				HIGH_BILL		S/O RESULTS	BUCKET TEST PERFORMED, METER PASSED, NO LEAKS DETECTED	10/1/2009
10/1/2009				NO_BILL		NEW BILL	CSR ADVISED CUST THAT NEW BILL SHOULD BE MAILED AROUND THE 10TH OF OCT	10/1/2009
10/1/2009				SERV_LEAK		TURN OFF FOR REPAIRS	S/O SCHEDULED,,, WATER TURNED OFF PER CUST REQUEST	10/1/2009
10/1/2009				PENLTY_ADJ		LATE PENALTY	CSR EXPLAINED TO CUST THAT PENALTY IS VALID DUE TO PAYMENT BEING 7 DAYS LATE	10/1/2009
10/1/2009				METER_EXCH		METER DOWNGRADE	S/O SCHEDULED TO HAVE METER DOWNGRADED TO 5/8 INCH..METER EXCHANGED 10-08-09	10/8/2009
10/1/2009				BILL_DISP		S/O RESULTS	CUST WELL HOOKED UP TO HOUSE CAUSING HI-C..	10/1/2009
10/1/2009				BILL_DISP		HIGH BILL	S/O SCHEDULED..FSR FOUND READS IN LINE BOTH MANUALLY AND WITH HANDHELD, NO LEAK DETECTED, LEFT DOOR TAG	10/6/2009
10/1/2009				SERV_LEAK		S/O RESULTS	CSR ADVISED CUST PER THE FSR THERE APPEARS TO BE A LEAK ON THE CUST SIDE	10/1/2009
10/1/2009				HIGH_BILL		HIGH BILL	S/O SCHEDULED..FSR FOUND READ IN LINE AND NO LEAKS DETECTED. NOTES POSSIBLE IRR ISSUE. LEFT DOOR TAG	10/6/2009
10/1/2009				RATE_COMPL		BASE FACILITY CHARGE	CUST CALLED TO EXPRESS HIS UNHAPPINESS WITH THE BASE CHARGES THAT THEY HAVE TO PAY ALTHOUGH THEY ARE NOT CURRENTLY LIVING @ THE PROPERTY	10/1/2009
10/1/2009				TASTE_ODOR		ODOR	CL2 @ HOSE BIBB 3.5..NO ODOR	10/1/2009
10/1/2009				SERV_LEAK		SERV LEAK	PER S/O CUST RAN OVER METER BOX AND BROKE LINE ON HIS SIDE @ 4AM, ADVISED TO CALL A PLUMBER	10/1/2009
10/1/2009				TASTE_ODOR		ODOR	FSR FOUND CL2 @ BLOWOFF 3.7 AND CL2 @ HOSE BIBB 3.5. NO ODOR	10/1/2009
10/1/2009				LEAK_ADJ		LEAK ADJUSTMENT	ADVISED THAT FAX WAS RECEIVED/ LEAK ADJUSTMENT GRANTED	10/1/2009
10/1/2009				HIGH_BILL		HIGH BILL	SENT OUT TECH/ SPOKE WITH CUSTOMER/ CUSTOMER HAS LEAK ON CUSTOMER SIDE	10/2/2009
10/1/2009				HIGH_BILL		HIGH BILL	EDUCATED CUSTOMER HOW TO CHECK FOR LEAKS	10/1/2009
10/1/2009				TASTE_ODOR		WANTS RESULTS OF WATER TEST	LAB CALLED CUSTOMER BACK CL2 WAS THE ONLY TEST DONE	10/9/2009
10/1/2009				COLLECTION		WANTS EXTENTION ON BALANCE	ADVISED NO EXTENTIONS ON CLOSED ACCOUNTS	10/1/2009
10/1/2009				DUPL_BILL		WANTED A COPY OF THE SHUT OFF NOTICE TO BE FAXED	FAXED NOTICE	10/1/2009

Date Reported	Customer Name	Address	Premises Number	CCS Reason	Contact Information	Customer Issue	Company Action	Date Resolved
10/1/2009				HIGH BILL		HIGH BILL	ADVISED TO CHECK FOR LEAKS	10/1/2009
10/1/2009				DUPL BILL		WANTS DUPLICATE BILL FAXED	FAXED THE BILL	10/1/2009
10/1/2009				HIGH BILL		HIGH BILL	SENT OUT TECH/ NO LEAKS ON CUSTOMER SIDE/ WE HAS A STREET LEAK BEFORE THE METER THIS WEEK, IT WAS REPAIRED	10/1/2009
10/1/2009				HIGH BILL		HIGH BILL	EXPLAINED BILL/ CUSTOMER STATED THAT THEY MAILED PAST DUE PAYMENT	10/1/2009
10/1/2009				SERV LEAK		SERVICE LEAK	SENT OUT TECH/ BURNT OUT 2" TEE SERVICE/ REPAIRED	10/2/2009
10/1/2009				SERV LEAK		SERVICE LEAK/ WANTS CREDIT	RESEARCHING/ LEAK ADJUSTMENT GRANTED	10/16/2009
10/2/2009				HIGH BILL		CUST SAID SHE TURNED ALL THE WATER OFF IN THE HOME AND THE METER IS SPINNING	CSR ADVISED CUST AS THE TECH DID THE DAY BEFORE THAT THERE IS A LEAK ON THE CUST SIDE, CUST DISPUTES SHE HAS A LEAK	10/2/2009
10/2/2009				LEAK_ADJ		LEAK ADJ	CSR PROVIDED CUST WITH FAX # TO SEND LEAKA ADJ REQUEST TO	10/2/2009
10/2/2009				RATES		RATES	CSR EXPLAINED RATES TO CUST	10/2/2009
10/2/2009				TASTE_ODOR		ODOR	FSR FLUSHED HOSE BIB FOR 2 MINS. CL2 3.5. NO ODOR	10/2/2009
10/2/2009				TASTE_ODOR		ODOR	CL2 @ HOUSE 1.0 FLUSHED BLOW OFF 45 MINS. CL2 3.7. NO ODOR	10/2/2009
10/2/2009				METER_PROB		TURN OFF FOR REPAIR	CSR ADVISED CUST THAT WE CAN TURN THE WATER OFF FOR REPAIR AN FOR HER TO CALL AND SCHED IT WHEN SHE'S READY	10/2/2009
10/2/2009				LOST_PYMT		LOST PAYMENT	CSR ADVISED PAYMENT NOT REC'D FROM 9-12. CUST MADE PAYMENT @ WAL-MART WHICH IS NOT AN AUTH PAY LOCATION	10/2/2009
10/2/2009				HIGH BILL		HIGH BILL	FSR VERIFIED THAT ERT WAS DIFFERENT THAN WHAT IS IN BANNER..CORRECTED	10/5/2009
10/2/2009				LEAK_ADJ		LEAK ADJ	CSR ADVISED CUST OF WHAT NEEDS TO DO TO REQ A POSSIBLE LEAK ADJ..RLG1205	10/5/2009
10/2/2009				METER_PROB		HIGH BILL	FSR WAS OUT AND FOUND READ IN LINE AND NO LEAKS DETECTED. LEFT DOOR TAG	10/5/2009
10/2/2009				SERV_LEAK		SEWER BACKUP	RENO PLUMBING CONTRACTED TO MAKE THE REPAIR	10/5/2009
10/2/2009				BILL_CRCTN		BILL CORRECTION	"IN" READ CORRECTED, NEW BILL ISSUED 10-06-09.	10/5/2009

Date Reported	Customer Name	Address	Premises Number	CCS Reason	Contact Information	Customer Issue	Company Action	Date Resolved
10/2/2009				RATES		RATES/METER EXCHANGE	CSR EXPLAINED RATES TO CUST AND S/O SCHEDULED TO SEE IF METER CAN BE DOWNGRADED. METER EXCHANGED FOR SMALLER SIZE	10/9/2009
10/2/2009				BILL_DISP		SONP	CSR ADVISED CUST THAT WE CAN BILL HER FOR THE RECON AND DEPOSIT, BUT THE CHARGES WILL NOT BE WAIVED	10/2/2009
10/2/2009				SERV_LEAK		SERVICE LEAK	SERVICE LEAK REPAIRED BY OXFORD PIPELINE	10/2/2009
10/2/2009				SEWER		SEWER LINE BLOCKAGE	FSR WAS OUT AND FOUND NO BLOCKAGE, LINES CLEAR, TECH SPOKE TO CUST	10/5/2009
10/2/2009				HIGH_BILL		HIGH BILL	CSR GAVE VERBAL HI-C AND ADVISED CUST THAT READ OBTAINED WAS ACTUAL. ADVISED TO CHECK FOR LEAKS. SENT LEAK KIT	10/2/2009
10/2/2009				LEAK_ADJ		LEAK ADJ	CSR ADVISED CUST THAT HE WOULD NEED TO WAIT UNTIL HE RECEIVES HIS NEXT BILL BEFORE REQUESTING A POSSIBLE LEAK ADJ	10/2/2009
10/2/2009				TASTE_ODOR		ODOR	DIVISION OFFICE IS WORKING WITH CUSTOMER ON A PERSONAL FLUSHING PROGRAM	10/6/2009
10/2/2009				NO_BILL		NO BILL	CSR ADVISED CUST THAT BILL SHOULD BE GOING OUT NEXT WEEK	10/2/2009
10/2/2009				RATES		RATE	CUST CALLED FOR RATE INFORMATION	10/2/2009
10/2/2009				HIGH_BILL		HIGH BILL	FSR FOUND READ IN LINE AND NO LEAKS, ALSO TESTED READING EQUIP. TECH SPOKE TO CUST, BILL IS CORRECT	10/5/2009
10/5/2009				LEAK_ADJ		LEAK ADJ STATUS	LEAK ADJUSTMENT GRANTED	10/5/2009
10/5/2009				TASTE_ODOR		ODOR	CL2 @ HOSE BIBB 3.5 NO ODOR PER TECH	10/5/2009
10/5/2009				SERV_LEAK		NEIGHBOR RAN OVER METER, WATER POURING OUT	LEAK REPAIRED BY CONTRACTOR	10/5/2009
10/5/2009				HIGH_BILL		HI-C	S/O SCHEDULED/LEAK KIT SENT. FRS WAS OUT AND FOUND READ IN LINE AND NO LEAKS DETECTED	10/6/2009
10/5/2009				NO_WATER		NO WATER	WATER TURNED OFF IN ERROR. SERVICE RESTORED	10/5/2009
10/5/2009				SERV_LEAK		SERV LEAK	AQUA LEAK ON CORNER. REPAIRED, NO LEAK ON CUST'S PROPERTY	10/6/2009
10/5/2009				TASTE_ODOR		ODOR	CHLORINE WAS HIGH, BUT NOT EXCESSIVE. PROBLEM CORRECTED ITSELF	10/5/2009
10/5/2009				HIGH_BILL		S/O RESULTS	CSR ADVISED CUST THAT PER TECH THE READ WAS IN LINE AND NO LEAKS DETECTED	10/5/2009

Date Reported	Customer Name	Address	Premises Number	CCS Reason	Contact Information	Customer Issue	Company Action	Date Resolved
10/5/2009				METER_EXCH		CURB BOX MAINT	CSR CODED ACCT INCORRECTLY...FSR WAS OUT AND FOUND CURB STOP WAS NOT TURNED ON ALL THE WAY.	10/5/2009
10/5/2009				MAIN_BRK		MAIN LINE BREAK	LEAK REPAIRED BY CONTRACTOR	10/5/2009
10/5/2009				BILL_DISP		SONP	CSR ADVISED CUST OF AMOUNT DUE FOR RESTORAL AND PROVIDED DATES OF SERVICE AND WHEN SERVICE WAS SONP	10/5/2009
10/5/2009				HIGH_BILL		HIGH BILL	SERVICE ORDER SCHEDULED AND LEAK KIT SENT..FSR WAS OUT AND FOUND AN INDICATION OF A LEAK ON THE CUST SIDE. LEFT DOOR TAG	10/7/2009
10/5/2009				TASTE_ODOR		CLOUDY WATER	FSR WAS OUT... TOOK OUTSIDE SAMPLE AND NO AIR BUBBLES PRESENT. CUST SATISFIED	10/5/2009
10/5/2009				HIGH_BILL		HIGH BILL/ FIRST BILL.	CSR ADVISED CUST ON HOW TO CHECK FOR LEAKS AND EXPLAINED BILL TO NEW CUST..SENT LEAK KIT	10/5/2009
10/5/2009				PRESSURE		NO WATER	SENT OUT TECH / CANCEL DUE TO FLUSHING IN THE AREA	10/5/2009
10/5/2009				SERV_LEAK		SERVICE LEAK	SENT OUT TECH/ VALVE BOX RAN OVER BY CUSTOMER/ LEAK REPAIRED	10/5/2009
10/5/2009				METER_PROB		FLUSHING MECHANISM NOT WORKING PROPERLY	SENT OUT TECH/ FLUSH OUT SYSTEM	10/5/2009
10/5/2009				SEWER		SEWER CLEAN OUT IS BROKEN/	SENT OUT TECH/ REPLACED SEWER CLEAN OUT	10/5/2009
10/5/2009				PRESSURE		LOW PRESSUER	SET UP S/O/ BUT CUSTOMER CALLED BACK STATING PRESSURE RESTORED/ FLUSHING WAS GOING ON IN THE AREA	10/5/2009
10/5/2009				SERV_LEAK		SERVICE LEAK	SENT OUT TECH/ CUSTOMER RAN OVER VALVE IN YARD/ REPAIRED/ LEFT DOOR TAG	10/6/2009
10/5/2009				MISAP_PYMT		MISSING PAYMENT	SENT TO BILLING TO TRANSFER PAYMENT	10/13/2009
10/5/2009				COLLECTION		COLLECTION	SUPERVISOR SPOKE TO THE CUSTOMER/ TOOK PAYMENT, SET UP RECONNECTION	10/5/2009
10/5/2009				HIGH_BILL		HIGH BILL	SENT OUT TECH/ POSSIBLE LEAK ON CUSTOMER SIDE LEFT DOOR TAG	10/6/2009
10/5/2009				SERV_LEAK		SERVICE LEAK	SENT OUT TECH/ LEAK AT CURB STOP/ REPLACED CURB STOP	10/5/2009
10/5/2009				DUPL_BILL		WANTS DUPLICATE BILL	EXPLAINED BILL AND SENT OUT DUPLICATE BILL	10/5/2009
10/5/2009				PRESSURE		LOW PRESSUER	SENT OUT TECH/ PRESSURE IS 55 PSI ALL OF HER OUTSIDE FAUCETS AND ALL BUT KITCHEN SINK HAVE GOOD FLOW TO THEM , HERE NEXT STEP WILL BE A PLUMBER	10/5/2009

Date Reported	Customer Name	Address	Premises Number	CCS Reason	Contact Information	Customer Issue	Company Action	Date Resolved
10/5/2009				LEAK_ADJ		LEAK ADJUSTMENT	ADVISED TO FAX OVER DOCUMENTS TO BE CONSIDERED FOR LEAK ADJUSTMENT	10/5/2009
10/5/2009				PENLTY_ADJ		PENALTY ADJUSTMENT	GRANTED ONE TIME PENALTY ADJUSTMENT	10/5/2009
10/6/2009				COLOR		DISCOLORED WATER	SENT OUT TECH/ TOOK OUTSIDE SAMPLE AND NO AIR BUBBLES/ CUSTOMER SATISFIED	10/5/2009
10/6/2009				NO_WATER		NO WATER	SENT OUT TECH/ NO WATER DUE TO FLUSHING IN THE AREA	10/6/2009
10/6/2009				TASTE_ODOR		ODOR IN WATER	SENT OUT TECH/ CL2 AT HOSE BIBB 3.5 NO ODOR/ LEFT DOOR TAG	10/6/2009
10/6/2009				NO_WATER		NO WATER	ADVISED CUSTOMER TO HAVE THE OWNERS SET UP ACCOUNT TO HAVE WATER TURNED ON	10/6/2009
10/6/2009				NO_WATER		NO WATER	SENT OUT TECH/ CANCELED S/O DUE TO FLUSHING IN THE AREA WHICH CAUSES THE LOW PRESSURE	10/6/2009
10/6/2009				NO_WATER		NO WATER	CUSTOMER NEEDS TO APPLY FOR SERVICE/ NEEDS TO FAX OVER INFORMATION SUPPORTING HER MOVE IN	10/6/2009
10/6/2009				CURBBOX_M		SERVICE LEAK	ADVISED THAT THE LEAK WAS ON THE CUSTOMER SIDE/ CUSTOMER MUST GET AN PLUMBER	10/7/2009
10/6/2009				BILL_DISP		BILLING DISPUTE	ACCOUNT CORRECTED/ CUSTOMER NOTIFIED	10/6/2009
10/6/2009				COLLECTION		COLLECTION	ADVISED WHAT TO PAY TO RESTORE SERVICE	10/6/2009
10/6/2009				LEAK_ADJ		LEAK ADJUSTMENT	ADVISED TO FAX OVER DOCUMENTS TO BE CONSIDERED FOR LEAK ADJUSTMENT	10/6/2009
10/6/2009				SUPV_CALLB		WANTS SUPERVISOR	SUPERVISOR TOOK CALL AND PAYMENT AND SET UP RECON FOR NEXT DAY	10/6/2009
10/6/2009				SUPV_CALLB		WANTS SUPERVISOR	SENIOR REP CALLED CUSTOMER/ CUSTOMER REFUSED TO SPEAK WITH HER WANTED TO SPEAK TO A SUPERVISOR/ SUPERVISOR SPEAKS TO CUSTOMER/ REMOVES LATE FEE/ ALSO MADE ADJUSTMENT DUE TO AQUA'S ERROR	10/9/2009
10/6/2009				NO_WATER		NO WATER	MAIN BREAK	10/6/2009
10/6/2009				BILL_DISP		BILLING DISPUTE	EXPLAINED THE BILL AND THE ACCOUNTS	10/6/2009
10/6/2009				PRESSURE		LOW PRESSURE	FLUSHING IN AREA/ CAUSED THE LOW PRESSURE	10/6/2009
10/6/2009				NO_WATER		NO WATER	FLUSHING IN AREA/ CAUSED THE LOW PRESSURE	10/6/2009
10/6/2009				BILL_CRCTN		THE MAILING ADDRESS WAS INCORRECT	CORRECTED MAILING ADDRESS	10/6/2009

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10/7/2009				SUPV_CALLB		CUSTOMER WANTS TO SPEAK WITH COMPLIANCE REP	SENT EMAIL TO COMPLIANCE REP TO CALL CUSTOMER BACK/ COMPLIANCE CALLED CUSTOMER BACK AND EXPLAINED THE BILL	10/7/2009
10/7/2009				TASTE_ODOR		BAD ODOR	SENT OUT TECH/ CL2 AT HOSE BIBB 1.5 NO ODOR CL2 AT BLOW OFF 3.5 NO ODOR LEFT DOOR TAG	10/7/2009
10/7/2009				SUPV_CALLB		WANTS SUPERVISOR	SENIOR REP TOOK CALL/ EXPLAINED BILL SET UP PAYMENT ARRANGEMENT	10/7/2009
10/7/2009				BILL_DISP		BILLING DISPUTE	SENT OUT TECH/NO LEAKS/ TESTED METER ACCURATE/ LEFT DOOR TAG	10/8/2009
10/7/2009				DUPL_BILL		REQUEST DUPLICATE BILL	SENT OUT DUPLICATE BILL	10/7/2009
10/7/2009				BILL_DISP		BILLING DISPUTE	SENT OUT TECH/ NO LEAKS/ TESTED ERT, ACCURAGE/ READ IN LINE/ LEFT DOOR TAG	10/13/2009
10/7/2009				LEAK_ADJ		REQUEST LEAK ADJUSTMENT	ADVISED TO FAX OVER DOCUMENTS TO BE CONSIDERED FOR LEAK ADJUSTMENT	10/7/2009
10/7/2009				TASTE_ODOR		WANTS TO SPEAK TO SOMEONE OVER A SUPERVISOR	SENIOR REP SPOKE TO THE CUSTOMER AND SENT THE INFORMATION OVER TO THE DIVISION, TO HAVE A MANAGER TO CALL THE CUSTOMER BACK/ ENVIRONMENTAL COMPLIANCE SPECIALIST SPOKE TO THE CUSTOMER	10/7/2009
10/7/2009				BILL_DISP		BILLING DISPUTE	SENT OUT TECH / NO LEAKS/ READ IN LINE/ LEFT DOOR TAG	10/9/2009
10/7/2009				HIGH_BILL		HIGH BILL WANTS RESULTS OF PREVIOUS S/O	EXPLAINED THAT TEST WAS DONE ON METER/ ACCURATE/ PLACED CUSTOMER ON PAYMENT PLAN	10/7/2009
10/7/2009				BILL_DISP		BILLING DISPUTE	DUE TO MAJOR LEAK ADVISED CUSTOMER IT IS THEIR RESPONSIBILITY	10/7/2009
10/7/2009				COLOR		COLOR	SENT OUT TECH/ TOOK OUTSIDE SAMPLE AND NO AIR BUBBLES/ CUSTOMER SATISFIED	
10/7/2009				SERV_LEAK		SERV LEAK @ NEIGHBORS	VALVE BOX RAN OVER BY CUSTOMER.. REPAIRED	10/7/2009
10/7/2009				SERV_LEAK		SERV LEAK	VALVE BOX RAN OVER BY CUSTOMER.. REPAIRED	10/7/2009
10/7/2009				SERV_LEAK		S/O RESULTS	CSR ADVISED CUST THAT PER FSR THE LEAK IS ON CUST'S SIDE AND HER RESPONSIBILITY TO REPAIR	10/7/2009
10/7/2009				DUPL_BILL		DUP BILL	CSR FAXED MOST RECENT BILL TO CUST PER CUST REQUEST	10/7/2009
10/7/2009				SERV_LEAK		LEAK IN STREET	FSR REPAIRED 2" BROKEN WATER MAIN	10/8/2009

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10/7/2009				COLOR		AIR IN LINES/MILKY	FSR FLUSHED AIR OUT. CHECKED CL2 @ .34. WATER NOW NORMAL. CUST SATISFIED	10/7/2009
10/7/2009				HIGH BILL		HIGH BILL	CSR REITERATED TO THE CUST THAT PER FSR THE METER TESTED ACCURATE. CUST WAS PRESENT DURING TESTING ON 9-30 BUT STILL DISPUTES. SAID HE WILL CONTACT THE PSC	10/7/2009
10/7/2009				SUPV_CALLB		FINAL BILL EXPLANATION	CSR ATTEMPTED TO EXPLAIN FINAL BILL TO CUST, CUST REQ SUP CALL BACK..SUP ATTEMPTED TO CALL CUST BACK, HOWEVER NUMBER LISTED IS DISCONNECTED	10/21/2009
10/7/2009				LEAK_ADJ		LEAK ADJUSTMENT STATUS	CSR ADVISED CUST THAT NO ADJUSTMENT HAS BEEN MADE AS OF YET. REQUEST WAS JUST FAXED IN TODAY, CSR ADVISED CUST TO ALLOW MORE TIME	10/7/2009
10/7/2009				BILL_DISP		HIGH BILL/VACANT PROPERTY	FSR FOUND LEAK IN METER BOX, DETERMINED TO BE OUR LEAK. MAINT CREW WILL MAKE REPAIRS	10/8/2009
10/7/2009				HIGH BILL		HIGH BILL	FSR FOUND READ IN LINE AND NO LEAKS DETECTED	10/9/2009
10/8/2009				COLOR			FSR TOOK OUTSIDE SAMPLES, NO AIR BUBBLES. CUST SATISFIED	10/8/2009
10/8/2009				METER_PROB		METER READ	CSR ADVISED CUST THAT THEIR METER IS SCHEDULED TO BE READ NEXT WEEK	10/8/2009
10/8/2009				SEWER		SEWER LINE CLOGGED	REPAIR SCHEDULED FOR TOMORROW. TECH CLEARED FOR NOW, LEFT CLEAN OUT CAP OFF OVER NIGHT	10/8/2009
10/8/2009				BILL_CRCTN		BILL CORRECTION	CSR ADVISED CUST OF ADJUSTMENTS MADE AS WELL AS REMAINING BALANCE. CUST SATISFIED	10/8/2009
10/8/2009				METER_EXCH		METER SIZE DOWNGRADE..	METER DOWNGRADED TO 5/8" FROM 1"	11/3/2009
10/8/2009				PRESSURE		LITTLE TO NO PRESSURE IN KITCHEN	FSR WAS OUT AND FOUND PRESSURE GOOD EVERYWHERE BUT THE KITCHEN SINK. ADVISED CUST TO CHANGE FAUCET SCREEN	10/9/2009
10/8/2009				HIGH BILL		HIGH BILL	CSR EDUCATED CUST ON HOW TO CHECK FOR BASIC LEAKS..SENT LEAK KIT	10/8/2009
10/8/2009				NO_WATER		PART TIME CUST REPORTED NO WATER LAST SAT	CSR ADVISED CUST THAT THERE ARE NO OUTAGES AT THIS TIME, CUST SAID SHE WILL CHECK PROPERTY AND CALL BACK IF THERE IS NO WATER	10/8/2009
10/8/2009				RATES		RATE INQUIRY	CSR ADVISED CUST OF RATES IN HER AREA	10/8/2009
10/8/2009				BILL_DISP		BILLING DISPUTE	SENT OUT TECH/ LEAK ON CUSTOMER SIDE/ LEFT DOOR TAG	10/9/2009
10/8/2009				HIGH BILL		HIGH BILL	SENT OUT TECH/NO LEAKS READ IN LINE/ LEFT DOOR TAG	10/12/2009

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10/8/2009				HIGH_BILL		HIGH BILL	EXPLAINED BILL AND ALSO EXPLAINED ZIP CHECK PROCESS	10/8/2009
10/8/2009				OTHER_WT_Q		ASKED IF WATER WAS SAFE	ADVISED PER THE DIVISION IT IS SAFE TO USE	10/8/2009
10/8/2009				BILL_DISP		BILLING DISPUTE	SENT OVER TO THE LEGAL DEPT/ CUSTOMER LAWYER WANTED TO SPEAK TO SOMEONE IN LEGAL	10/8/2009
10/8/2009				HIGH_BILL		HIGH BILL	EXPLAINED THE TEST CAME BACK ACCURATE/ CUSTOMER STATED THA SHE WILL FIGHT THIS AND WILL BE GOING TO THE MEDIA	10/8/2009
10/8/2009				LEAK_ADJ		LEAK ADJUSTMENT	ADVISED THE CUSTOMER OF THE LEAK ADJUSTMENT THAT WAS GRANTED	10/8/2009
10/8/2009				METER_PROB		BILLING DISPUTE	SENT OUT TECH/ TESTED METER IN FIELD/ 99% ACCURATE NO LEAKS/ LEFT DOOR TAG	10/9/2009
10/8/2009				BILL_DISP		BILLING DISPUTE	EXPLAINED TO HIM THAT HE HAS TO PAY FROM THE TIME WE SET UP SERVICE HE STATED HE DO NOT UNDERSTAND BUT HE WILL SEND IN PAYMENT AND ALSO RIGHT A LETTER	10/8/2009
10/9/2009				BILL_DISP		BILLING DISPUTE	SENT OVER INFORMATION OVER TO DIVISION TO REVIEW/ LEAK ADJUSTMENT WAS GRANTED DUE TO COMPANY LEAK	10/26/2009
10/9/2009				OTHER_WT_Q		OTHER WATER QUALITY ISSUE	ADVISED IT WAS A NATURAL OCCURRENCE/ COMPLIANCE IS HANDLING THE ACCOUNT	10/13/2009
10/9/2009				PRESSURE		LOW PRESSURE	REPLACED 1" SERVICE/ LEFT DOOR TAG	10/9/2009
10/9/2009				METER_PROB		WANTS RESULTS OF PREVIOUS SERVICE ORDER	ADVISED NO LEAKS / READ IN LINE	10/9/2009
10/9/2009				SUPV_CALLB		SUPERVISOR CALL	SENIOR REP SPEAKS TO THE CUSTOMER AND EXPLAINS THE BILL AND DUE DATES	10/9/2009
10/9/2009				TASTE_ODOR		STRONG ODOR	SENT OUT TECH/ CL2 AT HOSE BIBB 3.8 NO ODOR/ LEFT DOOR TAG	10/9/2009
10/9/2009				NO_WATER		NO WATER	SENT OUT TECH/ FLUSHING IN AREA, PRESSURE BACK UP, LEFT DOOR TAG	10/9/2009
10/9/2009				TASTE_ODOR		BAD ODOR AND COLOR	SENT OUT TECH/ HOME HAS BEEN VACANT QUITE A WHILE/ CL2 AT ENTRY TO HOME, ADVISED CUSTOMER TO RUN WATER IN HOME FOR ABOUT 5 MINUTES	10/9/2009
10/9/2009				BILL_DISP		HIGH BILL	SENT OUT TECH/ NO LEAKS/ READ IN LINE/ LEFT DOOR TAG	10/12/2009

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10/9/2009				NO_BILL		INQUIRING ABOUT FIRST BILL	ADVISED THE BILL MAILED OUT ON 10/07/09	10/9/2009
10/9/2009				BILL_DISP		BILLING DISPUTE	SENT TO BILLING TO RESEARCH/ REFUND CHECK WAS CASHED/ CHARGES WAS FOR INCORRECT BILLING/ CUSTOMER ADVISED BY SENIOR REP	10/30/2009
10/9/2009				NO_BILL		WANTS A COPY OF THE BILL	SENT OUT COPY OF BILL	10/9/2009
10/9/2009				LEAK_ADJ		REQUESTING INFORMATION ON RECEIVING A LEAK	ADVISED WHAT NEEDS TO BE DONE TO BE CONSIDERED FOR LEAK ADJUSTMENT	10/9/2009
10/9/2009				NO_WATER		NO WATER	SENT OUT TECH/ WATER ON	10/9/2009
10/9/2009				SERV_LEAK		SERVICE LEAK	SENT OUT TECH/ LEAK AT SERVICE/ FIXED	10/9/2009
10/9/2009				LOST_PYMT		LOST PAYMENT	ADVISED TO FAX OVER PROOF OF PAYMENT	10/9/2009
10/9/2009				HIGH_BILL		HIGH BILL	SENT OUT TECH/TEST METER DID 10 GAL BUCKET TEST/ 3 TIMES FAST, RESULTS IS 12 GAL SLOW, DID SLOW TEST 3 TIMES RESULTS 10 GAL EACH, NEEDS TO BE REPLACED/ FAILED AT CUSTOMERS FAVOR	10/28/2009
10/12/2009				CLAIMS		DRESS UP WORK AFTER REPAIRS	CSR SENT EMAIL TO DIVISION FOR STATUS OF DRESS UP WORK AFTER WORK WAS DONE IN THE CUSTOMER'S YARD. FSR WAS OUT TO ASSESS THE ISSUE, SAID METER BOX WILL BE RAISED @ A LATER DATE	10/28/2009
10/12/2009				BILL_DISP		HIGH CONSUMPTION	S/O SCHEDULED..FSR FOUND READ IN LINE AND NO LEAKS DETECTED	10/15/2009
10/12/2009				BILL_CRCTN		BILL CORRECTION	CUST REBILLED FOR SERVICE SINCE METER EXCHANGE.	10/12/2009
10/12/2009				PRESSURE		LOW PRESSURE	S/O ISSUED..FSR FOUND BLOW OFF RUNNING..SHUT OFF BLOW OFF, PRESSURE OK	10/12/2009
10/12/2009				SEWER		SEWER BACKUP	RENO PLUMBING CONTRACTED TO MAKE THE REPAIRS	10/12/2009
10/12/2009				HIGH_BILL		HIGH BILL	S/O SCHEDULED..FSR WAS OUT AND FOUND READ IN LINE AND NO LEAKS DETECTED	10/15/2009
10/12/2009				MAIN_BRK		MAIN BREAK	TECHS WERE OUT AND FOUND THAT RELIEF VALVE HAD BLOWN OFF THE TANK..REPAIRED	10/13/2009
10/12/2009				HIGH_BILL		HIGH BILL	CSR ADVISED CALLER THAT THE ACCT HOLDER WOULD NEED TO CALL TO DISCUSS THE BILL	10/13/2009

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10/12/2009				HIGH BILL		HIGH BILL	METER TESTED 99% ACCURATE. FSR FOUND INDICATION OF A LEAK. APPEARS WATER SOFTNER IS LEAKING. LEFT DOOR TAG	10/13/2009
10/12/2009				LEAK_ADJ		LEAK ADJ	CSR EDUCATED CUST ON LEAK ADJ POLICY	10/12/2009
10/12/2009				SERV_LEAK		LEAKY VALVE	CSR ADVISED CUST THAT IT IS HIS RESPONSIBILITY TO REPAIR	10/12/2009
10/12/2009				LEAK_ADJ		LEAK ADJ	CSR EDUCATED CUST ON LEAK ADJ POLICY	10/12/2009
10/12/2009				TASTE_ODOR		ODOR	CL2 @ HOSE BIB IS 3.5. NO ODOR. COULD BE WATER SOFTNER PROBLEM. LEFT DOOR TAG	10/12/2009
10/12/2009				METER_PROB		STUCK METER	FSR VERIFIED THAT METER IS STUCK. SCHED'D METER EXCHANGE..METER EXCHANGED	10/16/2009
10/12/2009				HIGH BILL		HIGH BILL	S/O SCHEDULED..FSR WAS OUT AND FOUND READ IN LINE AND NO LEAKS DETECTED	10/14/2009
10/12/2009				PRESSURE		PRESSURE	FSR WENT OUT AND FOUND BLOW OFF RUNNING @ THE END OF THE STREET. SHUT OFF.. PRESSURE OK	10/13/2009
10/13/2009				BILL_DISP		HIGH BILL	METER/VRT INFORMATION CORRECTED IN THE SYSTEM. NEW BILL ISSUED 10-30	10/29/2009
10/13/2009				NO_WATER		NO WATER	CSR ADVISED CUST THAT WATER IS OFF DUE TO A MAIN BREAK. ALSO ADVISED OF BOIL WATER ADVISORY THAT WILL BE IN EFFECT UPON RESTORAL OF WATER	10/13/2009
10/13/2009				NO_WATER		NO WATER	CSR ADVISED CUST THAT WATER IS OFF DUE TO A MAIN BREAK. ALSO ADVISED OF BOIL WATER ADVISORY THAT WILL BE IN EFFECT UPON RESTORAL OF WATER	10/13/2009
10/13/2009				NO_WATER		NO WATER	CSR ADVISED CUST THAT WATER IS OFF DUE TO A MAIN BREAK. ALSO ADVISED OF BOIL WATER ADVISORY THAT WILL BE IN EFFECT UPON RESTORAL OF WATER	10/13/2009
10/13/2009				NO_WATER		NO WATER	CSR ADVISED CUST THAT WATER IS OFF DUE TO A MAIN BREAK. ALSO ADVISED OF BOIL WATER ADVISORY THAT WILL BE IN EFFECT UPON RESTORAL OF WATER	10/13/2009
10/13/2009				HIGH BILL		HIGH BILL/CUST THINKS NEIGHBOR IS STEALING HIS WATER	S/O SCHED'D TO HAVE METER CHECKED, ADVISED CUST THAT HE WOULD NEED TO CONTACT HIS LOCAL POLICE TO REPORT THEFT OF WATER.. FSR FOUND READ IN LINE AND NO LEAKS DETECTED. FSR SPOKE WITH CUST	10/14/2009
10/13/2009				NO_WATER		NO WATER	CSR ADVISED CUST THAT WATER IS OFF DUE TO A MAIN BREAK. ALSO ADVISED OF BOIL WATER ADVISORY THAT WILL BE IN EFFECT UPON RESTORAL OF WATER	10/13/2009
10/13/2009				PENLTY_ADJ		LATE FEE	CSR ADVISED CUST THAT FEE WAS ASSESSED BECAUSE PAYMENT DUE JULY 30 WASN'T REC'D UNTIL AUG 10.	10/13/2009

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10/13/2009				NO_WATER		NO WATER	CSR ADVISED CUST THAT WATER IS OFF DUE TO A MAIN BREAK. ALSO ADVISED OF BOIL WATER ADVISORY THAT WILL BE IN EFFECT UPON RESTORAL OF WATER	10/13/2009
10/13/2009				NO_WATER		NO WATER	CSR ADVISED CUST THAT WATER IS OFF DUE TO A MAIN BREAK. ALSO ADVISED OF BOIL WATER ADVISORY THAT WILL BE IN EFFECT UPON RESTORAL OF WATER	10/13/2009
10/13/2009				NO_BILL		NO BILL/NEW ACCT	RESCHED'D MOVE IN. INITIAL ONE WAS SENT TO THE PRINTER IN THE DIV INSTEAD OF SOMD.	10/13/2009
10/13/2009				NO_WATER		NO WATER	CSR ADVISED CUST THAT WATER IS OFF DUE TO A MAIN BREAK. ALSO ADVISED OF BOIL WATER ADVISORY THAT WILL BE IN EFFECT UPON RESTORAL OF WATER	10/13/2009
10/13/2009				NO_WATER		NO WATER	CSR ADVISED CUST THAT WATER IS OFF DUE TO A MAIN BREAK. ALSO ADVISED OF BOIL WATER ADVISORY THAT WILL BE IN EFFECT UPON RESTORAL OF WATER	10/13/2009
10/13/2009				BILL_DISP		BILL DISPUTE	CSR ADVISED CUST THAT BALANCE WAS TRANSFERRED FROM HER OLD ACCT.	10/13/2009
10/13/2009				COLLECTION		COLLECTION	CSR ADVISED CUST THAT COLLECTION NOTICE WAS IN REGARDS TO UNBILLED CHARGES FROM 2007...REFUND CK WAS CASHED AND CUSTOMER CONTACTED TO CONTACT COLL AGENCY FOR BALANCE DUE	11/12/2009
10/13/2009				SERV_LEAK		SERV LEAK	FSR WAS OUT AND FOUND NO LEAK.	10/13/2009
10/13/2009				RATE_COMPL		RATES	CSR EXPLAINED RATES AND ADVISED CUST THAT HE WOULD DOCUMENT HIS COMPLAINT AND CONCERN IN REGARDS TO THE RATES	10-13-09-
10/13/2009				PRESSURE		LOW PRESSURE	S/O SCHEDULED. CUST CALLED BACK TO CANCEL S/O SAID THEY FOUND THE ISSUE AND IT WAS INTERNAL	10/13/2009
10/13/2009				RATES		RATES	CSR ADVISED POTENTIAL NEW CUST WITH RATES	10/13/2009
10/13/2009				COLLECTION		COLLECTION	CSR ADVISED CUST THAT COLLECTION NOTICE WAS IN REGARDS TO UNBILLED CHARGES FROM 2007.. PROVIDED CUST WITH THE # TO PENN CREDIT CORP	10/13/2009
10/13/2009				NO_WATER			CSR ADVISED CUST THAT WATER IS OFF DUE TO A MAIN BREAK. ALSO ADVISED OF BOIL WATER ADVISORY THAT WILL BE IN EFFECT UPON RESTORAL OF WATER	10/13/2009
10/13/2009				BILL_DISP		HIGH BILL	S/O SCHEDULED... FSR FOUND READ IN LINE AND NO LEAKS DETECTED. LEFT DOOR TAG	10/14/2009

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Date Reported	Customer Name	Address	Premises Number	CCS Reason	Contact Information	Customer Issue	Company Action	Date Resolved
10/13/2009				PRESSURE		PRESSURE	CSR ADVISED CUST THAT WATER IS OFF DUE TO A MAIN BREAK. ALSO ADVISED OF BOIL WATER ADVISORY THAT WILL BE IN EFFECT UPON RESTORAL OF WATER	10/13/2009
10/13/2009				NO_WATER			CSR ADVISED CUST THAT WATER IS OFF DUE TO A MAIN BREAK. ALSO ADVISED OF BOIL WATER ADVISORY THAT WILL BE IN EFFECT UPON RESTORAL OF WATER	10/13/2009
10/13/2009				NO_WATER			CSR ADVISED CUST THAT WATER IS OFF DUE TO A MAIN BREAK. ALSO ADVISED OF BOIL WATER ADVISORY THAT WILL BE IN EFFECT UPON RESTORAL OF WATER	10/13/2009
10/13/2009				NO_WATER		NO WATER	MAIN BREAK	10/13/2009
10/13/2009				HIGH_BILL		WANTS RESULTS OF BENCH TEST	ADVISED RESULTS NOT IN AS OF YET/ PLACED A HOLD ON THE ACCOUNT PENDING THE RESULTS/ RESULTS CAME BACK METER PASSED TEST/ MAILED OUT RESULTS	10/20/2009
10/13/2009				MAIN_BRK		NO WATER	MAIN BREAK	10/13/2009
10/13/2009				PRESSURE		LOW PRESSURE	SENT OUT TECH/ FLUSHING LINES/ PRESSURE OK ADVISED CUSTOMER OF FLUSHING IN THE AREA, CUSTOMER OK	10/13/2009
10/13/2009				HIGH_BILL		HIGH BILL	EDUCATED CUSTOMER HOW TO CHECK FOR LEAKS	10/13/2009
10/13/2009				NO_WATER		NO WATER	MAIN BREAK	10/13/2009
10/13/2009				MAIN_BRK		NO WATER	MAIN BREAK	10/13/2009
10/13/2009				BILL_DISP		BILLING DISPUTE	SENT OUT TECH/ NO LEAKS, READ IN LINE, LEFT DOORT TAG	10/15/2009
10/13/2009				MAIN_BRK		NO WATER	MAIN BREAK	10/13/2009
10/13/2009				NO_WATER		NO WATER	MAIN BREAK	10/13/2009
10/13/2009				NO_WATER		NO WATER	MAIN BREAK	10/13/2009
10/13/2009				TASTE_ODOR		BAD ODOR	SENT OUT TECH/ CL2 AT HOSE BIBB 3.5 NO ODOR, LEFT DOOR TAG	10/13/2009
10/13/2009				NO_WATER		NO WATER	MAIN BREAK	10/13/2009
10/13/2009				SERV_LEAK		SERVICE LEAK	SENT OUT TECH/ MET WITH CUSTOMER/ CUSTOMER HAS AN IRRIGATION LEAK	10/14/2009

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Date Reported	Customer Name	Address	Premises Number	CCS Reason	Contact Information	Customer Issue	Company Action	Date Resolved
10/13/2009				NO_WATER		NO WATER	MAIN BREAK	10/13/2009
10/13/2009				COLLECTION		WANTED TO HAVE THE BALANCE EXPLAINED	EXPLAINED BALANCE/ AND GAVE NUMBER TO COLLECTION AGENCY TO MAKE PAYMENT	10/13/2009
10/13/2009				NO_WATER		NO WATER	MAIN BREAK	10/13/2009
10/13/2009				NO_WATER		NO WATER	MAIN BREAK	10/13/2009
10/13/2009				NO_WATER		NO WATER	MAIN BREAK	10/13/2009
10/13/2009				HIGH_BILL		HIGH BILL	100 GALLONS OF WATER/ CUSTOMER STATED THAT HOME IS VACANT NO USAGE, SHE WILL PURCHASE AN OUTSIDE LOCK FOR THE SPICKET	10/13/2009
10/13/2009				NO_WATER		NO WATER	MAIN BREAK	10/13/2009
10/13/2009				NO_WATER		NO WATER	MAIN BREAK	10/13/2009
10/13/2009				NO_WATER		NO WATER	MAIN BREAK	10/13/2009
10/13/2009				NO_WATER		NO WATER	MAIN BREAK	10/13/2009
10/13/2009				MAIN_BRK		NO WATER	MAIN BREAK	10/13/2009
10/13/2009				NO_WATER		NO WATER	MAIN BREAK	10/13/2009
10/14/2009				OTHER_WT_Q		INQUIRE ABOUT BOIL WATER NOTICE	GAVE CUSTOMER STATUS OF BOIL WATER ADVISORY	10/14/2009
10/14/2009				OTHER_WT_Q		INQUIRE ABOUT BOIL WATER NOTICE	GAVE CUSTOMER STATUS OF BOIL WATER ADVISORY/ DOOR TAGS WILL BE PLACED ON DOORS	10/14/2009
10/14/2009				HIGH_BILL		HIGH BILL	SENT OUT TECH/ NO LEAK/ READ IN LINE/ LEFT DOOR TAG	10/22/2009
10/14/2009				NO_BILL		VERIFY IF BILL MAILED OUT	ADVISED BILL HAS NOT BEEN MAILED OUT YET/ MAILED OUT ON 10/15/09	10/14/2009
10/14/2009				PENLTY_ADJ		PENALTY ADJUSTMENT	ADVISED NO ADJUSTMENT WILL BE MADE/ SUPERVISOR SPOKE TO CUSTOMER AND ADVISED NO PENALTY WILL BE MADE	10/14/2009
10/14/2009				BILL_DISP		BILLING DISPUTE	SENT OUT TECH / NO LEAKS/ READ IN LINE/ LEFT DOOR TAG	10/19/2009

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Date Reported	Customer Name	Address	Premises Number	CCS Reason	Contact Information	Customer Issue	Company Action	Date Resolved
10/14/2009				ZIPCK_PROB		CANCEL ZIPCHECK	ZIP CHECK CANCELED	10/14/2009
10/14/2009				CURBBOX_M		NO WATER	ADVISED OF MAIN BREAK	10/14/2009
10/14/2009				BILL_DISP		BILLING DISPUTE	SENT OUT TECH/ SPOKE TO CUSTOMER READ IN LINE	10/15/2009
10/14/2009				TASTE_ODOR		CLOUDY WATER AND ODOR	SENT OUT TECH/ CUSTOMER IS OUT OF TOWN AT WEEKS AT A TIME/ TOLD HIM HE NEEDS TO FLUSH HOT WATER HEATER	10/14/2009
10/14/2009				BILL_DISP		WANTS SERVICE ORDER RESULTS	EXPLAINED FIELD TEST WAS DONE ON THE METER 99% ACCURATE, LEAK INDICATED / WTR SOFTNER LEAKING	10/14/2009
10/14/2009				METER_PROB		HIGH BILL	SENT OUT TECH/ NO LEAKS/ READ IN LINE/ LEFT DOOR TAG	10/15/2009
10/14/2009				LEAK_ADJ		LEAK ADJUSTMENT	ADVISED NO LEAK ADJUSTMENT HAS BEEN MADE ON HER ACCOUN	10/14/2009
10/14/2009				HIGH_BILL		HIGH BILL	SENT OUT TECH/ NO LEAKS, READ IN LINE, LEFT DOORT TAG	10/19/2009
10/14/2009				HIGH_BILL		HIGH BILL	EDUCATED CUSTOMER HOW TO CHECK FOR LEAKS	10/14/2009
10/14/2009				LEAK_ADJ		REQUESTING LEAK ADJUSTMENT	ADVISED TO FAX OVER DOCUMENTS TO BE CONSIDERED FOR LEAK ADJUSTMENT	10/14/2009
10/14/2009				BILL_DISP		BILLING DISPUTE	SENT OUT TECH/ CUST HAS A LEAK/ LEFT DOOR TAG	10/21/2009
10/14/2009				PENLTY_ADJ		PENALTY ADJUSTMENT	NO ADJUSTMENT MADE	10/14/2009
10/14/2009				SUPV_CALLB		SUPERVISOR CALL	SUPERVISOR ATTEMPTED TO EXPLAIN BILL AND CHARGES/ ADVISED CUSTOMER NEEDS TO RESEARCH COMPLIANCE ASSOCIATE IS MAKING CUSTOMER CONTACT	10/19/2009
10/14/2009				BILL_CRCTN		BILLING CORRECTION	SENT TO BILLING/ CORRECTED THE METER INFORMATION AND THE READ,	10/16/2009
10/14/2009				SERV_LEAK		SERVICE LEAK	SENT OUT TECH/ NO LEAKS FOUND IN OR AROUND BOX/ CHECKED THE ENTIRE STREET/ LEFT DOOR TAG	10/19/2009
10/14/2009				MISAP_PYMT		MISAPPLIED PAYMENT/ DID NOT MAKE THE PAYMENT ON FILE	SENT TO BILLING/ REMOVED THE MISSAPPLIED PAYMENT/ CUSTOMER BILL IS CORRECT	10/27/2009
10/15/2009				OTHER_WT_Q		BOIL WATER ADVISORY	CSR ADVISED CUST THAT BWA WAS IN EFFECT UNTIL OTHERWISE NOTIFIED..DOOR TAGS WILL BE LEFT	10/15/2009
10/15/2009				OTHER_WT_Q		BOIL WATER ADVISORY	CSR ADVISED CUST THAT BWA WAS IN EFFECT UNTIL OTHERWISE NOTIFIED..DOOR TAGS WILL BE LEFT	10/15/2009

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10/15/2009				BILL_DISP		BUCKET TEST	S/O SCHED'D...METER TESTED ACCURATE. FSR SPOKE TO CUSTOMER	10/20/2009
10/15/2009				HIGH_BILL		S/O RESULTS	CSR ADVISED CUST THAT TECH FOUND NO LEAKS AND READS WERE IN LINE. EDUCATED CUST ON HOW TO CHECK FOR LEAKS. SENT LEAK KIT	10/15/2009
10/15/2009				HIGH_BILL		HIGH BILL	S/O SCHED'D..FSR FOUND READ IN LINE, BUT SMALL LEAK ON CUST SIDE DETECTED	10/22/2009
10/15/2009				PRESSURE		S/O RESULTS	CSR ADVISED CUST THAT FSR FOUND PRESSURE NORMAL @ 60PSI UPON TESTING. AND THAT THE ISSUE MAY BE INTERNAL. REFERRED CUST TO HIS LAND LORD	10/15/2009
10/15/2009				TASTE_ODOR		ODOR	FSR WAS OUT. CHL WAS @ 4.0. OK AND NO ODOR DETECTED	10/15/2009
10/15/2009				DUPL_BILL		DUP BILL	DUPLICATE BILL SENT	10/15/2009
10/15/2009				METER_PROB		BUCKET TEST	S/O SCHED'D..METER TESTED 99% ACCURATE. LEFT DOOR TAG	10/16/2009
10/15/2009				BILL_DISP		PENALTY ADJUSTMENT	LATE FEE WAIVED	10/15/2009
10/15/2009				NO_BILL		NO BILL	CSR ADVISED CUST BILL WAS MAILED 10-07-09	10/15/2009
10/15/2009				HIGH_BILL		HIGH BILL	S/O SCHED'D..FSR FOUND READ IN LINE AND NO LEAKS DETECTED	10/16/2009
10/15/2009				TASTE_ODOR		ODOR	FSR TAGGED DOOR FOR CUST TO FLUSH INSIDE HOUSE AND FLUSH HOT WTR HEATER	10/15/2009
10/15/2009				BILL_DISP		BILL EXPLANATION	CSR EXPLAINED CHARGES AND PAYMENTS WITH CUST	10/15/2009
10/15/2009				TASTE_ODOR		ODOR	FLUSHED BLOW OFF..CL2 @ 4.0, NO ODOR	10/15/2009
10/15/2009				BILL_CRCTN		LEAK ADJUSTMENT	CSR ADVISED CUST ADJ AMOUNT. CUST THINKS WE SHOULD GIVE HIM MORE	10/15/2009
10/15/2009				HIGH_BILL		HIGH BILL	S/O SCHED'D..FSR FOUND READ IN LINE AND NO LEAKS DETECTED	10/21/2009
10/15/2009				BILL_DISP		HIGH BILL	S/O SCHED'D..FSR FOUND READ IN LINE AND NO LEAKS DETECTED	10/19/2009
10/15/2009				HIGH_BILL		BUCKET TEST	BUCKET TEST PERFORMEDD, METER TESTED ACCURATE.	10/27/2009
10/15/2009				CLAIMS		DAMAGED DRIVEWAY	CSR SENT S/O TO HAVE PROPERTY REPAVED AFTER WORK..DRIVEWAY SCHED'D TO WED 10-28-09 BY OXFORD (CONTRACTOR)	10/28/2009
10/15/2009				SERV_LEAK		SERVICE LEAK	3/4" SERVICE LINE REPAIRED	10/16/2009
10/16/2009				METER_PROB		S/O RESULTS	CSR ADVISED CUST THAT READ WAS INLINE AND THERE WERE NO LEAKS DETECTED. ADVISED CUST TO CHECK PROPERTY FOR LEAKS. SENT LEAK KIT	10/16/2009
10/15/2009				SERV_LEAK		SERVICE LEAK	3/4" SERVICE LINE REPAIRED	10/16/2009
10/16/2009				BILL_DISP		HIGH BILL	FSR FOUND READ IN LINE AND NO LEAKS DETECTED	10/19/2009

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10/16/2009				METER_PROB		HIGH BILL	FSR FOUND READ IN LINE AND NO LEAKS DETECTED..TECH SPOKE WITH CUST	10/19/2009
10/16/2009				DUPL_BILL		VERIFY BALANCE	TITLE CO CALLED TO VERIFY IF THERE IS AN OUTSTANDING BALANCE ON THE ACCT. PROP BEING SOLD	10/16/2009
10/16/2009				LOST_PYMT		LOST PAYMENT	CSR PROVIDED CUST WITH CORRECT ADDRESS FOR BILL TO BE SENT TO. CUST SENT BILL TO INCORRECT ADDRESS	10/16/2009
10/16/2009				METER_PROB		HIGH BILL	FSR FOUND READ IN LINE AND NO LEAKS DETECTED. LEFT DOOR TAG	10/21/2009
10/16/2009				SEWER		SEWER BACKUP	CONTACTED CONTRACTOR TO CLEAR LINE	10/16/2009
10/16/2009				BILL_DISP		BILLING DISPUTE	CSR EXPLAINED BILL TO CUST. SENT LAST 3 MONTHS STATEMENTS TO CUST PER CUST REQ	10/16/2009
10/16/2009				HIGH_BILL		HIGH BILL	FSR WAS OUT AND FOUND READ IN LINE AND NO LEAKS DETECTED	10/27/2009
10/16/2009				BILL_DISP		S/O RESULTS	CSR ADVISED CUST THAT PER FSR READ WAS IN LINE AND NO LEAKS WERE DETECTED	10/16/2009
10/16/2009				DUPL_BILL		REC'D NEIGHBORS BILL	CSR ADVISED HIM TO DISREGARD OR GIVE TO NEIGHBOR. MAIL MAN MUST HAVE PUT IT IN THE WRONG BOX	10/16/2009
10/16/2009				HIGH_BILL		HIGH BILL	CSR ADVISED CUST THAT READ WAS INLINE AND BILL WAS VALID. CUST REQ MOVE OUT. WATER TURNED OFF	10/16/2009
10/16/2009				HIGH_BILL		HIGH BILL	FSR FOUND WATER OFF INSIDE HOME UPON ARRIVAL. UNABLE TO DETECT LEAK, BUT READ WAS INLINE	10/20/2009
10/16/2009				HIGH_BILL		HIGH BILL	CSR ADVISED CUST THAT USAGE HAD GONE UP RESULTING IN THE HIGHER BILL..SENT LEAK KIT	10/16/2009
10/16/2009				LEAK_ADJ		LEAK ADJ STATUS	CSR ADVISED CUST OF LEAK ADJ AMOUNT	10/16/2009
10/16/2009				MISAP_PYMT		MISAPPLIED PAYMENTS	CSR ADVISED CUST THAT PAYMENTS THAT SHE MADE TO THE INCORRECT ACCT WILL BE TRANSFERRED. PROVIDED CUST WITH BALANCE AFTER TRANSFER OF MISDIRECTED PAYMENT	10/16/2009
10/16/2009				LEAK_ADJ		LEAK ADJ	CSR ADVISED CUST OF LEAK ADJ POLICY	10/16/2009
10/19/2009				HIGH_BILL		HIGH BILL	SENT INFORMATION OVER TO THE DIVISION NOT TO TURN ON WATER PER THE CUSTOMER'S REQUEST. CUSTOMER THINK THEY MAY HAVE A LEAK AND THEY ARE OUT OF TOWN	10/19/2009
10/19/2009				NO_BILL		WANTS BILL FAXED	FAXED DUPLICATED BILL	10/19/2009
10/19/2009				CURBBOX_M		NEEDS CURBBOX LID REPLACED	SENT OUT TECH/ LID NOT BROKEN NO PROBLEM FOUND/ LEFT DOOR TAG	10/30/2009
10/19/2009				HIGH_BILL		HIGH BILL	SENT OUT TECH/ NO LEAKS/ READ IN LINE/ RUST DETECTED/ LEFT DOOR TAG	10/22/2009

Date Reported	Customer Name	Address	Premises Number	CCS Reason	Contact Information	Customer Issue	Company Action	Date Resolved
10/19/2009				NO_WATER		NO WATER	SENT OUT TECH/ CUSTOMER HAD WATER VERY LOW DUE TO A CUSTOMER RUNNING OVER BLOW OFF FIXED / CUSTOMER HAS WATER NOW	10/20/2009
10/19/2009				SERV_LEAK		SERVICE LEAK	SENT OUT TECH/ CUSTOMER HAD WATER VERY LOW DUE TO A CUSTOMER RUNNING OVER BLOW OFF FIXED / CUSTOMER HAS WATER NOW	10/20/2009
10/19/2009				HIGH_BILL		HIGH BILL	CUSTOMER HAD LEAKY TOILET, ADVISED TO FAX IN RECIEPT FROM PLUMBER SO THEY CAN REQUEST LEAK ADJUSTMENT	10/19/2009
10/19/2009				LEAK_ADJ		LEAK ADJUSTMENT	ADVISED TO FAX IN INFORMATION FOR LEAK ADJUSTMENT	10/19/2009
10/19/2009				PRESSURE		LOW PRESSURE	SENT OUT TECH/ CHECKED PRESSURE = 55PSI LEFT DOOR TAG	10/19/2009
10/19/2009				COLOR		DISCOLORED AND GREASEY WATER	SENT OUT TECH/ FLUSHED SERVICE, CL2 NORMAL/ LEFT DOOR TAG	10/19/2009
10/19/2009				HIGH_BILL		HIGH BILL	SENT OUT TECH/ LEAK ON CUSTOMER SIDE/ TECH SPOKE TO THE CUSTOMER	10/20/2009
10/19/2009				BILL_CRCTN		DISPUTING MOVE IN DATE	ADVISED TO FAX IN PROOF OF MOVE IN DATE	10/19/2009
10/19/2009				HIGH_BILL		HIGH BILL	SENT OUT TECH/ NO LEAKS/ HER YARD IS FILLED WITH NEW PLANTS/ LEFT DOOR TAG	10/20/2009
10/19/2009				PRESSURE		LOW PRESSURE	OPERATOR FLUSHING MAINS/ PRES ALL NORMAL NOW	10/19/2009
10/19/2009				METER_PROB		ESTIMATED BILL/ HOME IS VACANT SHOULD BE ZERO USAGE	CANCELED EST BILL/ REBILLED ON ZERO CONSUMPTION	10/19/2009
10/19/2009				OTHER_WT_Q		WANTS TO KNOW THE LEVEL OF HARDNESS OF WATER	AQUA DO NOT TEST FOR THE HARDNESS OF WATER/ TAG DOOR	10/19/2009
10/19/2009				OTHER_WT_Q		DISCOLORED WATER	FLUSHING IN THE AREA	10/19/2009
10/19/2009				NO_WATER		NO WATER	SENT OUT TECH/ OPERATOR FLUSHING MAINS/ PRES ALL NORMAL NOW LEFT DOOR TAG	10/19/2009
10/19/2009				HIGH_BILL		HIGH BILL	CUSTOMER CLAIMS NEIGHBORS ARE STEALING WATER/ ADVISED TO FILE COMPLAINT WITH LOCAL AUTHORITIES	10/19/2009
10/19/2009				NO_BILL		WANTS BILL FAXED	FAXED DUPLICATED BILL	10/19/2009
10/19/2009				LEAK_ADJ		LEAK ADJUSTMENT	ADVISED TO FAX DOCUMENTS TO BE CONSIDERED FOR LEAK ADJUSTMENT	10/19/2009
10/19/2009				LEAK_ADJ		LEAK ADJUSTMENT	ADVISED TO FAX DOCUMENTS TO BE CONSIDERED FOR LEAK ADJUSTMENT	10/19/2009

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10/19/2009				SERV_LEAK		SERVICE LEAK	SENT OUT TECH/ LEAK WAS ON CUSTOMER SIDE OF METER/ HOUSE VACANT UP FOR SALE ABOUT 3000 GALLONS LOSS/	10/19/2009
10/19/2009				HIGH_BILL		HIGH BILL	SENT OUT TECH/ TESTED METER WORKING PROPERLY/ LEFT DOOR TAG	10/21/2009
10/19/2009				NO_BILL		NO BILL	GAVE BALANCE	10/19/2009
10/19/2009				LOST_PYMT		WILL REMAIL PAYMENT	ADVISED WILL NOTE THE ACCOUNT	10/19/2009
10/19/2009				HIGH_BILL		HIGH BILL	SENT OUT TECH/ TESTED METER WORKING PROPERLY/ LEFT DOOR TAG	10/21/2009
10/20/2009				RATES		RATES INQUIRE	EXPLAINED THE RATES	10/20/2009
10/20/2009				HIGH_BILL		HIGH BILL	CUSTOMER WILL CHECK HOME FIRST FOR LEAKS/ WILL CALL BACK IF NEEDED	10/20/2009
10/20/2009				TASTE_ODOR		STRONG ODOR	SENT OUT TECH/ CL2 4.0 AT HOSE BIBB NO ODOR LEFT DOOR TAG	10/20/2009
10/20/2009				LEAK_ADJ		LEAK ADJUSTMENT	LEAK ADJUSTMENT GRANTED	10/20/2009
10/20/2009				HIGH_BILL		HIGH BILL	SENT OUT TECH/ CUSTOMER HAS LEAK/ LEFT DOOR TAG	10/21/2009
10/20/2009				SUPV_CALLB		SUPERVISOR CALL BACK	SENT TO SENIOR REP/ CALLED CUSTOMER AND EXPLAINED THE BILL AND CHARGES/ CUSTOMER UNDERSTANDS	10/20/2009
10/20/2009				DUPL_BILL		WANTS DUPLICATE BILL	MAILED OUT DUPLICATE BILL	10/20/2009
10/20/2009				HIGH_BILL		HIGH BILL	SENT OUT TECH/ NO LEAKS/ READ IN LINE/ LEFT DOOR TAG	10/21/2009
10/20/2009				SERV_LEAK		SERVICE LEAK	SENT OUT TECH/ REPAIRED LEAK / LEFT DOOR TAG	10/20/2009
10/20/2009				DUPL_BILL		BILL FAXED	FAXED THE BILL	10/20/2009
10/20/2009				EST_BILL		ESTIMATED BILL	SENT OUT TECH/ RECEIVED READ/ SENT TO BILLING FOR CANCEL AND REBIL	10/22/2009
10/20/2009				BILL_DISP		HIGH BILL	CSR ADVISED CUST AS TECH DID WHEN HE WAS OUT THAT THERE IS A LEAK DETECTED ON THE CUST SIDE	10/20/2009
10/20/2009				SERV_LEAK		SERVICE LEAK	REPAIRS MADE TO SERVICE LINE ON AQUA'S SIDE, RESET HOUSE LINE. FSR SPOKE TO CUST	11/3/2009
10/20/2009				COLOR		DISCOLORED WATER	WATER SOFTENER ISSUE. FSR ADVISED CUST TO SERVICE SOFTENER	10/20/2009

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10/20/2009				BILL_CRCTN		BILL CORRECTION	METER INFO CORRECTED IN SYSTEM. NEW BILL ISSUED 10-22-09	10/22/2009
10/20/2009				HIGH_BILL		HIGH BILL	CSR EDUCATED CUST ON HOW TO CHECK FOR BASIC LEAKS...SENT LEAK KIT	10/20/2009
10/20/2009				HIGH_BILL		HIGH BILL	CSR EXPLAINED TO CUST APPROX USAGE FOR THE AMOUNT OF PEOPLE IN HER HOUSEHOLD, ADVISED READS ARE ACTUAL AND INLINE. SENT LEAK KIT	10/20/2009
10/20/2009				HIGH_BILL		HIGH BILL	FSR FOUND READ IN LINE AND NO LEAKS DETECTED	10/21/2009
10/20/2009				LEAK_ADJ		LEAK ADJ	CSR PROVIDED CUST WITH THE INFO NECESSARY TO REQ A POSSIBLE LEAK ADJ. OFFERED PAY ARRANG IN THE MEAN TIME. CUST DECLINED	10/20/2009
10/20/2009				ZIPCK_PROB		ZIP CHECK	CUST STATES THAT SHE NEVER AUTHORIZED AQUA TO DEDUCT MONEY FROM HER ACCT. BILLING DEPT PROVIDED A COPY OF THE APP AND VOIDED CHECK SENT IN BY CUST. CUST SAID SHE FORGOT. CSR CANCELLED ZIP CHECK PER CUST REQ	10/21/2009
10/20/2009				MISAP_PYMT		MISAPPLIED PAYMENT	CSR PUT THROUGH EWQ TO HAVE CREDIT FROM THIS ACCT TRANSFERRED TO CUST'S NEW ACCT..PAYMENT TRANSFERRED	10/22/2009
10/20/2009				MISAP_PYMT		MISAPPLIED PAYMENT	CSR PUT THROUGH EWQ ON OLD ACCT TO HAVE CREDIT TRANSFERRED TO THIS ACCT. PAYMENT TRANSFERRED	10/22/2009
10/20/2009				BILL_CRCTN		BILL CORRECTION	METER INFO CORRECTED IN SYSTEM. NEW BILL ISSUED 10-22-09	10/22/2009
10/21/2009				HIGH_BILL		HIGH BILL	SENT OUT TECH/ IRRIGATION IS CROSSCONNECTED TO OUR WATER, CUSTOMER IS FIXING	10/22/2009
10/21/2009				EST_BILL		ESTIMATED BILL	ADVISED TO DISREGARD/ NEW BILL WAS MAILED OUT	10/21/2009
10/21/2009				SERV_LEAK		SERVICE LEAK	SENT OUT TECH/ NO LEAKS FOUND/ LEFT DOOR TAG	10/22/2009
10/21/2009				PRESSURE		LOW PRESSURE	SET UP SERVICE CALL/ THEN CUSTOMER CALLED BACK 5 MINUTES LATER TO SAY PRESSURE BACK UP TO NORMAL/ TO	10/21/2009
10/21/2009				HIGH_BILL		HIGH BILL	SENT OUT TECH/ LEAK ON CUSTOMER SIDE/ LEFT DOOR TAG	10/26/2009
10/21/2009				METER_PROB		HIGH BILL	SENT OUT TECH/ NO LEAKS FOUND/ READ IN LINE/ LEFT DOOR TAG	10/22/2009
10/21/2009				COLOR		DISCOLORED WATER	SENT OUT TECH/ FLUSHED MAIN LINES FOR YELLOW WATER COMP AFTER 2"MAIN RELOCATION 1.2CL 2 RESD/ LEFT DOOR TAG	10/21/2009

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10/21/2009				BILL_DISP		BILLING DISPUTE	BASE RATE IS CHARGED FOR SEASONAL ACCOUNTS/ THIS ACCOUNT IS CORRECT	10/21/2009
10/21/2009				BILL_DISP		BILLING DISPUTE	EXPLAINED THE BILL AND THE RATES AND PAYMENTS/ CUSTOMER STATES THEY WILL LOOK OVER THEIR RECORDS AND CALL BACK IF THEY HAVE AN ISSUE	10/21/2009
10/21/2009				HIGH_BILL		HIGH BILL	CUSTOMER STATED THAT TOILET LEAKS/ REP ADVISED THAT WOULD CAUSE THE BILL TO BE HIGH	10/21/2009
10/21/2009				METER_PROB		HIGH BILL	SENT OUT TECH/NO LEAKS/ READ IN LINE/ LEFT DOOR TAG	10/22/2009
10/21/2009				COLLECTION		COLLECTIONS	ADVISED CUSTOMER MEDICAL NOTE DENIED/ MED NOTE NEEDS TO STATE THE PURPOSE OF THE WATER PER THE CONDITION OF THE ILLNESS AND WHY IT IS NEEDED	10/21/2009
10/21/2009				METER_PROB		BILLING ISSUE	SENT OUT TECH/ READ IS CORRECT/ VALVE WOULDN'T SHUT OFF ALL THE WAY/ REPLACED 3/4" VALVE/ LEFT OFF TOOK READ LEFT DOOR TAG	10/22/2009
10/21/2009				SUPV_CALLB		SUPERVISOR CALL/ WANTS SAME DAY RECON	REP CONTACTED DIVISION/ PER DIVISION NO GUARANTEES HOWEVER THEY WILL TRY TO GET THE CUSTOMER ON SAME DAY	10/22/2009
10/21/2009				NO_BILL		NO BILL	ADVISED BILL GENERATES AFTER 30 TO 45 DAYS OF HAVING THE SERVICE	10/21/2009
10/21/2009				LEAK_ADJ		LEAK ADJUSTMENT	ADVISED TO FAX OVER DOCUMENTS TO BE CONSIDERED FOR LEAK ADJUSTMENT/ PLACE ACCOUNT ON HOLD	10/21/2009
10/21/2009				PRESSURE		LOW PRESSURE	SENT OUT TECH/ PROBLEM IS WITH WATER SOFTNER/ TOOK READ/ LEFT DOOR TAG	10/22/2009
10/21/2009				LEAK_ADJ		LEAK ADJ	CSR PROVIDED CUST WITH THE FAX # TO SEND REQUEST FOR A POSSIBLE LEAK ADJ	10/21/2009
10/21/2009				TASTE_ODOR		ODOR	FSR FOUND CL2 @ HOSE BIB @ 4.0, NO ODOR. KNOCKED ON DOOR NO ANSWER. LEFT DOOR TAG	10/21/2009
10/21/2009				BILL_DISP		TURN ON FEE AFTER METER EXCHANGE	FEE WAIVED	10/21/2009
10/21/2009				HIGH_BILL		HIGH BILL	CSR EDUCATED CUST ON HOW TO CHECK FOR BASIC LEAKS. SENT LEAK KIT	10/21/2009
10/21/2009				HIGH_BILL		HIGH BILL	FSR FOUND READ IN LINE AND NO LEAKS DETECTED. LEFT DOOR TAG	10/22/2009
10/21/2009				SUPV_CALLB		SUP CALL BACK	SUP AS WELL AS CSR EXPLAINED TO CUST THAT IT IS NOT PROCEDURE FOR A FSR TO KNOCK ON THE CUST DOOR PRIOR TO SONP. FSR CANNOT COLLECT PAYMENTS ON ACCTS. COLLECTION EFFORTS HAVE BEEN MADE PRIOR TO THE SONP TO KEEP THE WATER ON.	10/21/2009

Date Reported	Customer Name	Address	Premises Number	CCS Reason	Contact Information	Customer Issue	Company Action	Date Resolved
10/21/2009				HIGH_BILL		S/O RESULTS	CSR ADVISED CUST THAT PER FSR READS WERE IN LINE AND NO LEAKS WERE DETECTED. SENT LEAK KIT	10/21/2009
10/21/2009				LEAK_ADJ		LEAK ADJ	CSR ADVISED CUST OF LEAK ADJ POLICY AND PROVIDED FAX # TO SEND REQ FOR POSSIBLE ADJ	10/21/2009
10/21/2009				TASTE_ODOR		ODOR	FSR FOUND CL2 @ BLOW OFF 3.0. ADVISED CUST THAT THEY NEED TO FLUSH INSIDE THE HOUSE	10/21/2009
10/21/2009				METER_EXCH		METER SIZE DOWNGRADE	S/O SCHED'D FOR DOWNGRADE/METER EXCHANGED	11/11/2009
10/21/2009				METER_PROB		HIGH BILL	FSR REPLACED ERT AND SENT INFO TO BILLING TO HAVE BILL CORRECTED..NEW BILL ISSUED 11-04	11/3/2009
10/21/2009				BILL_DISP		BILL EXPLANTION	CSR EXPLAINED TO CUST THAT FOR THE PAST 3 MONTHS SHE WAS BILLED FOR ZERO USAGE. SO THE LARGER THAN NORMAL BILL IS A CATCH UP BILL	10/21/2009
10/21/2009				NO_WATER		NO WATER	FSR WAS OUT AND FOUND NO PROBLEMS. @ ARRIVAL CUST HAD WATER	10/21/2009
10/21/2009				HIGH_BILL		HIGH BILL	CSR ADVISED READS ARE ACTUAL. CUST SAID HE WILL WATCH AND CALL BACK IF NECESSARY	10/21/2009
10/21/2009				HIGH_BILL		RE-READ	NEW BILL ISSUED BASED ON READ VERIFIED BY FSR	11/4/2009
10/22/2009				BILL_DISP		BILLING DISPUTE	SENT OUT TECH/ READ CORRECT/ VALVE WASN'T OFF, BUT IS NOW OFF, LEFT DOOR TAG	10/23/2009
10/22/2009				BILL_DISP		BILLING DISPUTE	SENT OUT TECH/READ IN LINE/ NO LEAKS/ USAGE HIGH EVER OTHER MONTH LEFT DOOR TAG	10/23/2009
10/22/2009				HIGH_BILL		HIGH BILL	SENT OUT TECH/ READ IN LINE/ SPOKE TO CUSTOMER	10/26/2009
10/22/2009				HIGH_BILL		HIGH BILL	ADVISED TO CHECK FOR LEAKS	10/22/2009
10/22/2009				ZIPCK_PROB		ZIPCHECK INQUIRE	ADVISED CUSTOMER THAT ZIPCHECK WAS ON FILE	10/22/2009
10/22/2009				BILL_DISP		BILLING DISPUTE	SENT OUT TECH/ RECEIVED A READ / CANCELED ESTIMATED BILL AND REBILLED PER TECH READ	10/23/2009
10/22/2009				HIGH_BILL		HIGH BILL	EXPLAINED BILL AND USAGED	10/23/2009
10/22/2009				SERV_LEAK		SERVICE LEAK	EXPLAINED THAT CUSTOMER HAS A LEAK AND NEEDS TO CONTACT A PLUMBER/ PER TECH FROM PREVIOUS SERVICE ORDER	10/22/2009
10/22/2009				NO_BILL		NO BILL	ADVISED BILL WAS JUST MAILED ON 10/20/09 AND GAVE BALANCE	10/22/2009

Date Reported	Customer Name	Address	Premises Number	CCS Reason	Contact Information	Customer Issue	Company Action	Date Resolved
10/22/2009				DUPL BILL		DUPLICATE BILL	SENT OUT DUPLICATE BILL	10/22/2009
10/22/2009				SERV_LEAK		SERVICE LEAK	SENT OUT TECH/ LEAK ON CUSTOMER SIDE/ LEFT DOOR TAG	10/28/2009
10/22/2009				SUPV_CALLB		SUPERVISOR CALL	SENIOR ATTEMPTED TO CALL CUSTOMER/ ATTEMPT FAIL/ HOWEVER SENIOR KNEW THE NATURE OF THE CALL/ AND REMOVED THE PENALTY FEE AS A ONE TIME COURTESY	10/22/2009
10/22/2009				HIGH BILL		HIGH BILL	SENT OUT TECH/ TESTED METER WORKING ACCURATELY/ LEFT DOOR TAG	10/23/2009
10/22/2009				SERV_LEAK		SERVICE LEAK	SENT OUT TECH/ NO PROBLEM FOUND/ LEFT DOOR TAG	10/22/2009
10/22/2009				BILL_CRCTN		BILLING CORRECTION	PER CUSTOMER READ/ CANCELED THE ESTIMATED BILL AND RE-BILLED PER CUSTOMER READ	10/22/2009
10/22/2009				HIGH BILL		HIGH BILL	SENT OUT TECH/ CUSTOMER HAS LARGE LEAK/ UNKNOWN LOCATION/ LEFT DOOR TAG	10/23/2009
10/22/2009				BILL_DISP		BILLING DISPUTE	SENIOR REP HAS BEEN TRYING TO HELP THIS CUSTOMER/ HAS CALLED THE CUSTOMER OVER THREE DIFFERENT	10/30/2009
10/22/2009				NO_WATER		NO WATER	NEW MOVE IN TECH CAME OUT AND TURN ON WATER	10/22/2009
10/22/2009				HIGH BILL		HIGH BILL	CSR EXPLAINED USAGE AND BILL. SENT LEAK KIT	10/22/2009
10/22/2009				BILL_DISP		HIGH BILL	CSR EXPLAINED TO CUST THAT METER WAS EXCHANGED AND PER S/O LEAK WAS DETECTED ON THE HOME SIDE EVEN ON THE NEW METER	10/22/2009
10/22/2009				HIGH BILL		S/O RESULTS	CSR ADVISED CUST PER FSR THAT THE READ WAS IN LINE AND NO LEAKS WERE DETECTED. ALSO EDUCATED ON HOW TO CHECK FOR INTERNAL LEAKS AND SENT LEAK KIT	10/22/2009
10/22/2009				GRINDER_PP		GRINDER PUMP ALARM SOUNDING	FSR CLEARED DEBRIS, RESET ALARM	10/22/2009
10/22/2009				HIGH BILL		HIGH BILL	CSR ADVISED CUST PER S/O THAT READ WAS IN LINE AN NO LEAKS WERE DETECTED. ADVISED CUST THAT BILL IS VALID. SET UP PAY ARRANG, SENT LEAK KIT	10/22/2009
10/22/2009				HIGH BILL		HIGH BILL	ERT # INCORRECT. SENT TO DIV TO HAVE CORRECTED..ERT CORRECTED IN THE SYSTEM AND NEW BILL ISSUED 11-09-09	11/6/2009
10/22/2009				EST BILL		EST BILLS	CUST CALLED TO REQ ACTUAL READS ONLY. CSR ADVISED THAT GENERALLY ALL READS ARE ACTUAL, WE DO NOT INTENTIONALLY BILL BASED ON EST READS	10/22/2009

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10/22/2009				HIGH_BILL		HIGH BILL	CSR EDUCATED CUST ON HOW TO CHECK FOR BASIC LEAKS AND SENT LEAK KIT	10/22/2009
10/22/2009				BILL_CRCTN		ACTIVATION FEE	CSR PUT THROUGH EWQ TO SEE IF FEE CAN BE WAIVED..FEE REMOVED	11/2/2009
10/22/2009				COLOR		DISCOLORED WATER	FSR FOUND WATER CLARITY NORMAL @ POINT OF ENTRY	10/22/2009
10/22/2009				HIGH_BILL		HIGH BILL	CSR ADVISED CUST THAT METER WAS READ AND EVERYTHING IS INLINE. PER S/O POSSIBLE IRR PROBLEM. SENT LEAK KIT	10/22/2009
10/22/2009				TASTE_ODOR		TASTE AND ODOR	FSR FOUND CHLORINE LEVEL HIGH. CORRECTED THE ISSUE AND SPOKE TO CUST. CUST SATISFIED	10/22/2009
10/22/2009				HIGH_BILL		HIGH BILL	FSR WAS OUT AND FOUND READ IN LINE. FSR SPOKE WITH CUST AND ADVISED OF POSSIBLE IRR PROBLEM. CUST ALSO SAID ROOFERS USED WTR	10/22/2009
10/22/2009				BILL_CRCTN		PENALTY ADJ	PENALTY REMOVED AS 1X COURTESY	11/4/2009
10/22/2009				METER_PROB		HIGH BILL	FSR FOUND READ IN LINE AND NO LEAKS DETECTED. LEFT TAG..SENT LEAK KIT	10/23/2009
10/22/2009				HIGH_BILL		HIGH BILL	FSR FOUND READ IN LINE. ALSO FOUND THAT CUST'S IRR USES 4000 GAL PER CYCLE. FSR SPOKE TO CUST	10/23/2009
10/22/2009				TASTE_ODOR		TASTE	FSR FOUND CHLORINE LEVEL HIGH. NEW PUMP WAS INSTALLED 2 DAYS AGO. FSR LET OPERATOR KNOW TO LOWER PUMP FLOW. LEFT TAG FOR CUST	10/22/2009
10/22/2009				METER_PROB		HIGH BILL	FSR FOUND READ IN LINE AND NO LEAKS DETECTED. LEFT TAG..SENT LEAK KIT	10/23/2009
10/23/2009				CURBBOX_M		SERVICE LEAK	SENT OUT TECH/ NO LEAKS FOUND LEFT DOOR TAG	10/27/2009
10/23/2009				METER_PROB		BILLING DISPUTE	SENT OUT TECH/ NO LEAKS FOUND/ READ IN LINE/ LEFT DOOR TAG	10/27/2009
10/23/2009				METER_PROB		BILLING DISPUTE	TECH WENT OUT TOOK READ/ TESTED THE METER AT 99% ACCURATE/ EXPLAINED THAT INFORMATION IS CORRECT	10/27/2009
10/23/2009				OTHER_WT_Q		QUALITY ISSUES IN WATER	SENT OUT TECH/ SPOKE TO CUSTOMER/ LIME FROM WATER HEATER IS THE CAUSE	10/23/2009
10/23/2009				CURBBOX_M		CURBOX MAINTENANCE	SENT OUT TECH/ PUT BOX AND LID BACK IN GROUND COVER UP TOOK PICTURE/ LEFT DOOR TAG	10/30/2009
10/23/2009				SERV_LEAK		SERVICE LEAK	SENT OUT TECH/ LEAK IS AT 5315 HWY 98 N/ REPAIRED	10/23/2009

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10/23/2009				SERV_LEAK		LEAK ADJUSTMENT	ADVISED TO FAX OVER DOCUMENTS TO RECEIVE LEAK ADJUSTMENT	10/23/2009
10/23/2009				BILL_DISP		BILLING DISPUTE	SENT OUT TECH/ NO LEAKS/ READ IN LINE/ LEFT DOOR TAG	10/23/2009
10/23/2009				LOST_PYMT		LOST PAYMENT	EXPLAINED ALL THE PAYMENTS AND BALANCES ON THE ACCOUNT, THE CUSTOMER UNDERSTOOD THE BILL IS CORRECT	10/23/2009
10/23/2009				HIGH_BILL		HIGH BILL	SENT OUT TECH/ NO LEAKS/ READ IN LINE/ LEFT DOOR TAG	10/26/2009
10/23/2009				NO_WATER		NO WATER	CUSTOMER CANCELED THE SERVICE CALL/ DUE TO HUGE LEAK UNDER THE TRAILER	10/23/2009
10/23/2009				HIGH_BILL		HIGH BILL	EDUCATED CUSTOMER ON HOW TO CHECK FOR LEAKS	10/23/2009
10/23/2009				DUPL_BILL		DUPLICATE BILL	MAILED OUT COPY OF BILL	10/23/2009
10/23/2009				CURBBOX_M		CURBOX MAINTENANCE	EXPLAINED CONSUMPTION AND NEW METER INFORMATION THAT WAS INSTALLED IN 2008	10/23/2009
10/23/2009				HIGH_BILL		HIGH BILL	SENT OUT TECH/ NO LEAKS/ READ IN LINE/ LEFT DOOR TAG	10/26/2009
10/23/2009				METER_PROB		SERVICE LEAK	SENT OUT TECH/ WATER LOCKED OFF/ LOOSE METER NUT/ REPAIRED LEFT NOTICE	10/23/2009
10/23/2009				BILL_DISP		BILLING DISPUTE	SENT OUT TECH/ NO LEAKS/ READ IN LINE/ LEFT DOOR TAG	10/27/2009
10/23/2009				SERV_LEAK		LEAK ADJUSTMENT	ADVISED HIM OF LEAK ADJUSTMENT AMOUNT/ NO MORE ADJUSTMENTS WILL BE MADE ON THE ACCOUNT	10/23/2009
10/23/2009				METER_PROB		BILLING DISPUTE	SENT OUT TECH/NO LEAKS/ READ IN LINE/ LEFT DOOR TAG	10/27/2009
10/23/2009				BILL_DISP		BILLING DISPUTE	SENT OUT TECH/ NO LEAKS/ READ IN LINE/ TEST METER/ READINGS ARE ACCURATE/ LEFT DOOR TAG	10/28/2009
10/23/2009				NO_WATER		NO WATER	SENT OUT TECH/ TURNED ON WATER/ RECONNECTION AFTER NON PAY	10/23/2009
10/23/2009				HIGH_BILL		HIGH BILL	ADVISED THE BILL IS STILL HIGH DUE TO LEAK THAT WAS STILL IN EFFECT WITHIN THE BILLING NEW BILLING CYCLE THE NEXT BILL SHOULD BE NORMAL	10/23/2009
10/26/2009				HIGH_BILL		HIGH BILL	EXPLAINED THE BILL/ AND THE SERVICE ORDER RESULTS	10/26/2009
10/26/2009				CURBBOX_M		WANTS RESULTS OF SERVICE ORDER	LEAK ON CUSTOMER SIDE ROOTS/ LEFT DOOR TAG	10/28/2009
10/26/2009				METER_PROB		HIGH BILL	SENT OUT TECH/ NO LEAKS/ TOOK READ/ SET UP CANCEL AND REBIL PER TECH READ	10/27/2009

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10/26/2009				BILL_DISP		BILLING DISPUTE	EXPLAINED THE BILL AND SET UP PAYMENT PLAN WITH THE CUSTOMER	10/27/2009
10/26/2009				RATES		RATES INQUIRE	EXPLAINED THE RATE INCREASE	10/26/2009
10/26/2009				NO BILL		NO BILL	ADVISED BILL WAS MAILED OUT ON 10/20/09	10/26/2009
10/26/2009				SERV_LEAK		SERVICE LEAK	SENT OUT TECH/ CONTRACTOR HAS TO REDO REPAIR/ REPAIRD	10/26/2009
10/26/2009				SERV_LEAK		SERVICE LEAK	SENT OUT TECH/ NO LEAK FOUND WATER IS FROM STORM DRAIN/ LEFT DOOR TAG	10/26/2009
10/26/2009				COLLECTION		COLLECTION	ADVISED THE AMOUNT THAT NEEDED TO BE PAID TO BE RESTORED/ CUSTOMER PAID SET UP RECON FOR NEXT DAY	10/26/2009
10/26/2009				RATES		RATES INQUIRE	EXPLAINED THE RATE INCREASE	10/26/2009
10/28/2009				BILL_CRCTN		BILL CORRECTION	SET UP CANCEL AND REBIL PER THE ACTUAL READ/	10/26/2009
10/26/2009				TASTE_ODOR		WATER HAS ODOR	SENT OUT TECH/ FLUSHED SERVICE LINES/ CL2 - 0.6 SMELLS NORMAL/ LEFT DOOR TAG	10/26/2009
10/26/2009				SERV_LEAK		SERVICE LEAK	SENT OUT TECH/ LEAKING ON AQUA SIDE/ CONTRACTOR REPAIRD	10/26/2009
10/26/2009				LOST_PYMT		LOST PAYMENT	ADVISED CUSTOMER TO PLACE TRACKER ON THE MONEY ORDERS	10/26/2009
10/26/2009				RATES		RATES INQUIRE	EXPLAINED RATE INCREASE	10/26/2009
10/26/2009				OTHER_WT_Q		RATES COMPLAINT/ WATER QUALITY ISSUE	EXPLAINED NEW RATES/ SENT OUT TECH/ LEFT DOOR TAG/ AUTO BO KEEPS FRESH WATER IN MAIN CL2 0.7 NORMAL/ WATER CLARITY NORMAL	10/28/2009
10/26/2009				OTHER_WT_Q		WATER QUALITY / RATES COMPLAINT	EXPLAINED RATES/ SENT OUT TECH/ TESTED WATER TWICE/ CHLORINE LEVELS WERE WITHIN LIMITS/ HER HOME IS CLOSE TO THE PLANT SHE WILL EXPERIENCE HIGHER LEVELS BUT IT REMAINS WITH IN LIMITS	10/28/2009
10/26/2009				RATE_COMPL		RATE INQUIRE	EXPLAINED NEW RATES	10/26/2009
10/26/2009				COLOR		DISCOLORED WATER	SENT OUT TECH/ TALKED WITH CUSTOMER WATER AT POE APPEARED NORMAL	10/26/2009

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10/26/2009				RATES		ASK FOR ANY DISCOUNTS	ADVISED NO DISCOUNTS	10/26/2009
10/26/2009				COLOR		DISCOLORED WATER	SENT OUT TECH/ FULLERS WATER CLEAR CL2 1.3 LEFT DOOR TAG	10/26/2009
10/26/2009				SERV_LEAK		SERVICE LEAK	SENT OUT TECH/ WATER IN BOX DUE TO LEAK ON CUSTOMER SIDE NEXT DOOR/ LEFT DOOR TAG	10/26/2009
10/26/2009				RATE_COMPL		RATE COMPLAINT	TRIED TO EXPLAINED, BUT THE CUSTOMER DISCONNECTED THE LINE	10/26/2009
10/26/2009				EST_BILL		ESTIMATED BILL	EXPLAINED THAT THE ACCOUNT WAS CANCELED AND REBILLED PER THE ACTUAL READ	10/26/2009
10/26/2009				RATE_COMPL		RATE INQUIRE	EXPLAINED NEW RATES	10/26/2009
10/26/2009				LEAK_ADJ		LEAK ADJUSTMENT	EXPLAINED LEAK ADJUSTMENT PROCESS	10/26/2009
10/26/2009				HIGH_BILL		RATE COMPLAINT	EXPLAINED NEW RATES	10/26/2009
10/26/2009				METER_PROB		SERVICE LEAK	SENT OUT TECH/ PLASTIC METER SPUD WAS SPLIT/ REPLACED/ ALL METER INFO CORRECT/ LEFT DOOR TAG	10/26/2009
10/26/2009				SERV_LEAK		SERVICE LEAK	SENT OUT TECH/ TURN OFF WATER/ VACANT ACCOUNT	10/27/2009
10/26/2009				NO_BILL		NO BILL	MAILED OUT COPY OF BILL	10/26/2009
10/26/2009				HIGH_BILL		HIGH BILL	EXPLAINED CONSUMPTION EDUCATED HOW TO CHECK FOR LEAKS, MAILED OUT LEAK KIT	10/26/2009
10/26/2009				RATE_COMPL		RATE COMPLAINT	EXPLAINED NEW RATES	10/26/2009
10/26/2009				RATES		RATES	CSR NOTATED ACCT AND LOGGED CUST'S CONCERN IN REGARDS TO THE UPCOMING RATE INCREASE	10/26/2009
10/26/2009				BILL_DISP		BILL DISP	FSR FOUND READ IN LINE AND NO LEAKS DETECTED. LEFT DOOR TAG	10/28/2009
10/26/2009				RATES		RATES	CSR EXPLAINED RATE INCREASE TO CUST	10/26/2009
10/26/2009				DUPL_BILL		DUP BILL	CSR RESENT LAST FOUR MONTH'S STATEMENTS PER CUST REQ	10/26/2009
10/26/2009				METER_EXCH		METER DOWNSIZE	FSR EXCHANGED METER FROM 1" TO 5/8"	10/28/2009
10/26/2009				LEAK_ADJ		LEAK ADJ STATUS	CSR ADVISED CUST OF COURTESY LEAK AMT GRANTED. CUST SATISFIED	10/26/2009

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10/26/2009				HIGH_BILL		HIGH BILL	CSR ADVISED CUST ON HOW TO CHECK FOR BASIC LEAKS. CUST SAID SHE WILL VERIFY THE READ AND CALL BACK. SENT LEAK KIT	10/26/2009
10/26/2009				HIGH_BILL		HIGH BILL	FSR FOUND READ IN LINE AND NO LEAKS DETECTED. SENT LEAK KIT	10/28/2009
10/26/2009				NO_BILL		NO BILL	BILL MAILED 10-30-09	10/30/2009
10/26/2009				BILL_DISP		BILL DISP	CUST SAYS SHE MOVED OUT OF PROP IN AUG BUT NEVER CALLED. CSR ADVISED HER TO FAX COPY OF LEASE TO HAVE BILL CORRECTED	10/26/2009
10/26/2009				METER_PROB		ZERO CONSUMPTION	FSR FOUND STUCK METER...METER EXCHANGED 11-04-09	11/4/2009
10/26/2009				RATE_COMPL		RATE INCREASE	CSR LOGGED CUST'S CONCERN AND UNHAPPINESS IN REGARDS TO RATE INCREASE	10/26/2009
10/26/2009				RATES		RATE INCREASE	CSR LOGGED CUST'S CONCERN AND UNHAPPINESS IN REGARDS TO RATE INCREASE	10/26/2009
10/26/2009				METER_PROB		HIGH BILL	FSR FOUND READ IN LINE..CUST SAID PROP IS VACANT. SCHED'D BUCKET TEST..FSR FOUND CUST HAS A LEAK. TURNED WATER OFF PER NEIGHBOR'S REQUEST	10/30/2009
10/26/2009				NO_WATER		NO WATER	FSR WAS OUT AND DETERMINED THAT RENO PLUMBING WAS MAKING REPAIRS IN THE STREET	10/26/2009
10/26/2009				COLOR		DISCOLORED	FSR FOUND WATER CLEAR @ ENTRY POINT. CL2 1.5	10/26/2009
10/26/2009				HIGH_BILL		HIGH BILL	FSR FOUND READ INLINE	10/27/2009
10/26/2009				HIGH_BILL		HIGH BILL	FSR FOUND READ IN LINE AND NO LEAKS DETECTED	10/27/2009
10/26/2009				LEAK_ADJ		LEAK ADJ STATUS	CSR ADVISED HER THAT THERE ARE NO NOTES TO SHOW ANY DOCUMENTATION HAS BEEN REC'D	10/26/2009
10/26/2009				ZERO_USE		ZERO CONSUMPTION	FSR FOUND WIRES CUT..DID METER AND ERT EXCHANGE	10/29/2009
10/26/2009				RATE_COMPL		RATE COMPLAINT	CSR LOGGED CUST'S CONCERN AND UNHAPPINESS IN REGARDS TO RATE INCREASE	10/26/2009
10/26/2009				NO_BILL		NO BILL	CSR ADVISED CUST THAT NEXT BILL IS NOT SCHEDULED TO GO OUT UNTIL THE BEGINNING OF NOVEMBER	10/26/2009
10/26/2009				RATE_COMPL		RATE COMPLAINT	CSR LOGGED CUST'S CONCERN AND UNHAPPINESS IN REGARDS TO RATE INCREASE	10/26/2009

Date Reported	Customer Name	Address	Premises Number	CCS Reason	Contact Information	Customer Issue	Company Action	Date Resolved
10/26/2009				HIGH_BILL		HIGH BILL	CSR ADVISED CUST THAT PER THE FSR THE READ WAS IN LINE. THERE WAS A LEAK IN THE STREET THAT WE REPAIRED BUT IT DID NOT EFFECT CUST'S BILL	10/26/2009
10/26/2009				RATE_COMPL		RATE COMPLAINT	CSR ADVISED CUST THAT BASE RATE IS BILLED WHETHER WATER IS USED OR NOT. CUST UNHAPPY WITH INCREASE ALSO	10/26/2009
10/26/2009				HIGH_BILL		HIGH BILL	FSR WAS OUT AND FOUND READ IN LINE AND NO LEAKS DETECTED	10/30/2009
10/26/2009				LEAK_ADJ		LEAK ADJ POLICY	CSR PROVIDED LEAK ADJ POLICY TO CUST	10/26/2009
10/26/2009				BILL_DISP		MOVE OUT	CSR ADVISED CUST TO FAX IN PROOF OF MOVE OUT IE LEASE, LETTER FROM LL. CUST SAYS SHE MOVED OUT BACK IN JUNE	10/26/2009
10/26/2009				HIGH_BILL		MOVE OUT	CSR ADVISED CUST TO FAX IN PROOF OF MOVE OUT.	10/26/2009
10/26/2009				RATE_COMPL		RATE COMPLAINT	CSR LOGGED CUST'S CONCERN AND UNHAPPINESS IN REGARDS TO RATE INCREASE	10/26/2009
10/26/2009				MAIN_BRK		NO WATER	CSR ADVISED CUST THAT WATER WOULD BE RESTORED WITHIN 1-2 HOURS	10/26/2009
10/26/2009				DUPL_BILL		DUP BILL	CSR ADVISED THAT BILL WAS NOT A DUP BUT A NEW BILL SENT IN PLACE OF THE INITIAL BILL DUE TO A MISREAD	10/26/2009
10/27/2009				SUPV_CALLB		SUPERVISOR CALL	SENIOR REP ADVISES CUSTOMER THAT TOTAL PAST DUE NEEDS TO BE PAID BEFORE WE CAN RESTORE THE SERVICE AND SWITCH THE NAMES	10/28/2009
10/27/2009				BILL_DISP		BILLING DISPUTE	ADVISED THAT THE METER TEST WAS CORRECT/ BILL IS FINE AND MUST BE PAID/ NO ADJUSTMENTS MADE	10/26/2009
10/27/2009				NO_WATER		NO WATER	MAIN BREAK WATER BACK UP BEFORE 5PM	10/27/2009
10/27/2009				LEAK_ADJ		LEAK ADJUSTMENT	SENT TO COMPLIANCE FOR LEAK ADJUSTMENT/ APPLIED	10/30/2009
10/27/2009				NO_WATER		NO WATER	MAIN BREAK	10/27/2009
10/27/2009				NO_WATER		NO WATER	MAIN BREAK	10/27/2009
10/27/2009				RATES		RATES	EXPLAINED NEW RATES	10/27/2009
10/27/2009				NO_WATER		NO WATER	MAIN BREAK	10/29/2009

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10/27/2009				HIGH_BILL		HIGH BILL	SENT OUT TECH/ LEAK ON CUSTOMER SIDE DIAL TURNING NO ONE HOME/ LEFT DOOR TAG	10/29/2009
10/27/2009				HIGH_BILL		HIGH BILL	SENT OUT TECH/CUSTOMER HAS LEAK APPROX 0.3 GPM = 12960 GAL / 30 DAYS SPOKE WITH CUSTOMER AND GAVE DOOR TAG	10/28/2009
10/27/2009				METER_PROB		WANTS NEW METER BOX INSTALLED	SENT OUT TECH/ BOX DOES NOT NEED TO BE MOVED CURB STOP ACCESSABLE TO AQUA/ BOX AND LID GOOD/ LEFT DOOR TAG	11/4/2009
10/27/2009				SERV_LEAK		SERVICE LEAK	SENT OUT TECH/ REPAIRED LEAK	10/27/2009
10/27/2009				NO_WATER		NO WATER	MAIN BREAK	10/27/2009
10/27/2009				RATE_COMPL		RATES	EXPLAINED NEW RATES	10/27/2009
10/27/2009				MISAP_PYMT		MISAPPLIED PAYMENT	TRANSFERRED PAYMENT	10/28/2009
10/27/2009				METER_PROB		METER PROBLEM	EXPLAINED ALL INFORMATION IS CORRECT	10/27/2009
10/27/2009				NO_BILL		NO BILL	GAVE BALANCE BILL MAILED ON 10/16/09	10/27/2009
10/27/2009				NO_WATER		NO WATER	MAIN BREAK	10/27/2009
10/27/2009				ZIPCK_PROB		ZIPCHECK PROBLEM	CANCELED DRAFT FOR PAYMENT OF 10/28/09, DUE TO CUSTOMER SENDING IN THE PAYMENT	10/27/2009
10/27/2009				RATE_COMPL		RATES	EXPLAINED NEW RATES	10/27/2009
10/27/2009				NO_WATER		NO WATER	MAIN BREAK	10/27/2009
10/27/2009				RATES		RATES	EXPLAINED NEW RATES	10/27/2009
10/27/2009				RATES		RATES	EXPLAINED NEW RATES	10/27/2009
10/27/2009				HIGH_BILL		HIGH BILL	SENT OUT TECH/ CUSTOMER HAS LEAK ON THEIR SIDE/ 0.4 GPM/ LEFT DOOR TAG	11/3/2009

Date Reported	Customer Name	Address	Premises Number	CCS Reason	Contact Information	Customer Issue	Company Action	Date Resolved
10/27/2009				BILL_DISP		BILLING DISPUTE	SENIOR REP HAS BEEN TRYING TO HELP THIS CUSTOMER/ HAS CALLED THE CUSTOMER OVER THREE DIFFERENT TIMES/ LEFT VOICEMAILS EACH TIME	10/30/2009
10/27/2009				NO_WATER		NO WATER	MAIN BREAK	10/27/2009
10/27/2009				BILL_DISP		PENALTY ADJUSTMENT	ADVISED THE PENALTY HAS BEEN REMOVED	10/27/2009
10/27/2009				RATES		RATES	EXPLAINED NEW RATES	10/27/2009
10/27/2009				MISAP_PYMT		MISAPPLIED PAYMENT	ADVISED PAYMENT HAS BEEN REMOVED	10/27/2009
10/27/2009				BILL_DISP		S/O RESULTS	CSR AS WELL AS SEN REP ADVISED CUST THAT PER FSR METER IS FINE AND READS ARE IN LINE..CUST STILL DISPUTES SCHED'D S/O FOR METER TEST..MTER REMOVED FOR BENCH TEST 10-30-09..METER TESTED PASSED WITH AVERAGE OF 99.23%	11/9/2009
10/27/2009				SERV_LEAK		SERVICE LEAK	FSR FOUND LEAK ON METER SIDE. CAUSED BY TREE ROOTS.	10/27/2009
10/27/2009				NO_WATER		NO WATER/SONP	CSR ADVISED CUST THAT RECON IS SCHEDULED FOR TODAY AND METER WILL BE TURNED BACK ON, HOWEVER THERE IS AN OUTAGE IN THE AREA DUE TO A MAIN BREAK	10/27/2009
10/27/2009				HIGH_BILL		HIGH BILL	FSR FOUND READ IN LINE AND NO LEAKS DETECTED	10/30/2009
10/27/2009				HIGH_BILL		S/O RESULTS	CSR ADVISED CUST THAT PER S/O READS ARE IN LINE AND NO LEAKS WERE DETECTED..SET UP PAY ARRANG	10/27/2009
10/27/2009				RATES		RATE INQUIRY	CSR ADVISED CUST OF RATE INCREASE INFO AS REQUESTED	10/27/2009
10/27/2009				OTHER_WT_Q		BOIL WATER ADVISORY	CSR ADVISED CUST TO CONTINUE FOLLOWING BOIL WATER ADVISORY UNTIL THEY REC A DOOR TAG TELLING HER OTHERWISE	10/27/2009
10/27/2009				NO_WATER		NO WATER	CSR ADVISED CUST OF MAIN BREAK AND BOIL WATER ADVISORY ONCE WATER IS BACK UP AND RUNNING	10/27/2009
10/27/2009				RATE_COMPL		RATE COMPLAINT	CSR ADVISED CUST OF RATE INCREASE INFO AND LOGGED HER DISSATISFACTION WITH THE RATES	10/27/2009













080121-WS  
Florida Inquiries Log October 2009 (Redacted Final)

Date Reported	CCS Reason	Customer Issue	Company Action	Date Resolved
10/30/2009	OTHER WT Q	BOIL WATER INQUIRE	UPDATED CUSTOMER ON CURRENT BOIL WATER ADVISORY/ LIFTED ON 11/02/09	10/30/2009
10/30/2009	NO BILL	INQUIRING ABOUT NEXT BILL	ADVISED NEW BILL HAS NOT COME OUT AS OF YET	10/30/2009
10/30/2009	OTHER WT Q	BOIL WATER INQUIRE	GAVE UPDATED INFORMATION ON BOIL WATER ADVISORY/ LIFTED ON 11/02/09	10/30/2009
10/30/2009	METER_PROB	VERIFIED THAT METER PULLED FOR BENCH TEST	ADVISED METER WAS PULLED ON 10/30/09 AND SENT FOR TESTING	10/30/2009
10/30/2009	HIGH BILL	HIGH BILL	SENT OUT TECH/ READ W LINE/ NO LEAKS/ LEFT DOOR TAG	11/2/2009
10/30/2009	LEAK ADJ	LEAK ADJUSTMENT	GAVE FAX NUMBER AND ADVISED CUSTOMER TO FAX OVER DOCUMENTS TO BE CONSIDERED FOR LEAK ADJUSTMENT	10/30/2009
10/30/2009	SUPV_CALLB	SUPERVISOR CALL	SENIOR REP SPOKE TO CUSTOMER/ ADVISED OF THE RATES	10/30/2009
10/30/2009	OTHER WT Q	BOIL WATER INQUIRE	REP GAVE UPDATE / LIFTED ON 11/02/09	11/2/2009
10/30/2009	SERV LEAK	CUSTOMER CALLED IN FOR LEAK ADJUSTMENT	ADVISED ADJUSTMENT WAS DONE	10/30/2009
10/30/2009	RATES	RATES	ADVISED OF NEW RATES	10/30/2009
10/30/2009	COLOR	DISCOLORED WATER	SENT OUT TECH/ FLUSHED LINES TALK WITH CUSTOMER WATER CLEAR	10/30/2009
10/30/2009	BILL_DISP	BILLING DISPUTE	SENIOR REP SPOKE TO THE CUSTOMER AND CORRECTED THE ADDRESS AND THE BILL	11/3/2009
10/30/2009	NO_WATER	BOIL WATER INQUIRE	EDUCATED CUSTOMER ON BOIL WATER ADVISORY	10/30/2009
10/30/2009	BILL_DISP	BILLING DISPUTE	ADVISED CUSTOMER THAT ON HER PREVIOUS ACCOUNT, SHE WAS BILLED ON THE WRONG RATES WE HAVE CORRECTED THOSE BILLS GRANTED PAYMENT PLAN	11/3/2009
10/30/2009	BILL_DISP	BILLING DISPUTE	SENT OUT TECH TO TEST METER/ LEAK AT PROPERTY/ SPOKE TO CUSTOMER/ THEY WILL CALL A PLUMBER	11/4/2009

Aqua Utilities Florida, Inc.

Customer Inquiries Report

October, 2009

**CONFIDENTIAL**

EXHIBIT B

Aqua Utilities Florida, Inc.

Customer Inquiries Report

October, 2009

**CONFIDENTIAL**

EXHIBIT C

Aqua Utilities Florida, Inc.

Sound Recordings

October, 2009

**CONFIDENTIAL**

EXHIBIT D

Aqua Utilities Florida, Inc.

Meter Reading Logs

October, 2009

**REDACTED**

PUBLIC VERSION

EXHIBIT E





















**Aqua Fla - Lake Osborne Detailed Route Report**

(A) Route : 33DH-8362  
 (B) (C) (D) (E) (F) (G)

NAME	ADDRESS	UL	PREV	CURR	READ	READ
		REG I/D	READ	READ	DATE	TIME
		26283304	009130	009715	10/06/2009	11:04:00
		26284567	000950	000970	10/06/2009	11:08:00
		26283286	001690	001750	10/06/2009	11:08:00
		26283280	003700	004430	10/06/2009	11:11:00
		26283314	016210	017225	10/06/2009	11:08:00
		26283278	007370	007930	10/06/2009	11:11:00
		26283281	008250	008735	10/06/2009	11:11:00
		26283293	009650	009810	10/06/2009	11:11:00
		26283009	000250	000310	10/06/2009	11:11:00
		26283279	003030	003245	10/06/2009	11:11:00
		26283039	012710	014240	10/06/2009	11:08:00
		26283005	005160	005480	10/06/2009	11:12:00
		26283295	003950	004230	10/06/2009	11:18:00
		26283307	014120	014490	10/06/2009	11:19:00
		26448399	002490	002940	10/06/2009	11:12:00
		26283284	036310	036460	10/06/2009	11:19:00
		26283310	014460	014980	10/06/2009	11:19:00
		26283309	001770	001770	10/06/2009	10:56:00
		26283300	009790	010580	10/06/2009	10:56:00
		26283301	022700	024205	10/06/2009	11:19:00
		26283305	009890	010645	10/06/2009	11:19:00
		26283315	021010	022050	10/06/2009	11:11:00
		26283677	005670	006015	10/06/2009	10:55:00
		26283656	008120	008440	10/06/2009	11:20:00
		26284703	006270	006345	10/06/2009	11:20:00
		26283667	013570	014090	10/06/2009	11:20:00
		26283665	008150	008880	10/06/2009	11:11:00
		26284725	019790	020555	10/06/2009	11:02:00
		26283713	032000	033660	10/06/2009	10:56:00
		26283679	011200	011870	10/06/2009	11:21:00
		26283683	011330	012070	10/06/2009	11:00:00
		26283704	016430	017205	10/06/2009	10:55:00
		26283649	003800	003945	10/06/2009	11:02:00
		26283668	004630	005045	10/06/2009	11:21:00
		26283654	005440	005715	10/06/2009	11:02:00
		26283670	003720	003940	10/06/2009	11:11:00
		26282993	001540	001690	10/06/2009	11:11:00
		26283678	015350	015980	10/06/2009	10:55:00
		26283675	002910	003125	10/06/2009	10:55:00
		26283669	016250	016845	10/06/2009	10:56:00
		26283661	005940	006300	10/06/2009	10:56:00
		26283671	009400	010195	10/06/2009	11:00:00
		26283658	007500	008175	10/06/2009	11:21:00
		26283673	005480	005730	10/06/2009	11:21:00
		26283655	002430	002595	10/06/2009	10:55:00
		26283696	005950	006230	10/06/2009	11:21:00
		26283666	005980	006615	10/06/2009	11:00:00
		26283684	004510	004770	10/06/2009	11:00:00
		26283659	010050	010780	10/06/2009	11:02:00
		26283672	011770	012600	10/06/2009	11:02:00
		26283660	009740	009920	10/06/2009	11:21:00
		26283706	011020	011760	10/06/2009	11:21:00
		26283681	005010	005290	10/06/2009	11:02:00
		26283682	016060	016530	10/06/2009	11:02:00
		26283651	030950	032620	10/06/2009	11:02:00
		26283320	005010	005015	10/06/2009	11:01:00
		26283319	008410	008870	10/06/2009	11:02:00
		26283321	011010	011635	10/06/2009	11:02:00
		26283322	010050	010535	10/06/2009	11:02:00
		26283657	011420	012165	10/06/2009	11:00:00
		26283652	009510	009980	10/06/2009	11:02:00
		26283018	023870	024810	10/06/2009	11:02:00
		26283640	003440	003455	10/06/2009	11:00:00
		26283663	012960	013610	10/06/2009	11:01:00



### Aqua Fla - Lake Osborne Detailed Route Report

(A)
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Route : 33DH-8362

NAME	ADDRESS	UL REG	PREV READ	CURR READ	READ DATE	READ TIME
		26283383	005420	005665	10/06/2009	11:08:00
		26283369	019300	019855	10/06/2009	11:07:00
		26283359	010640	011190	10/06/2009	11:08:00
		26283366	009230	009625	10/06/2009	11:07:00
		26283374	010500	010935	10/06/2009	11:07:00
		26283885	010020	010845	10/06/2009	11:07:00
		26283870	001840	001845	10/06/2009	11:07:00
		26283876	017410	018555	10/06/2009	11:07:00
		26283879	005330	005620	10/06/2009	11:07:00
		26210065	000000	000200	10/06/2009	11:07:00
		26283878	006980	007390	10/06/2009	11:07:00
		26283893	007330	007890	10/06/2009	11:07:00
		26283890	011340	012080	10/06/2009	11:07:00
		26283896	009650	010505	10/06/2009	11:07:00
		26283867	014910	016390	10/06/2009	11:07:00
		26448390	005290	005785	10/06/2009	11:16:00
		26283860	008800	009160	10/06/2009	11:07:00
		26283856	009370	010035	10/06/2009	11:08:00
		26283868	005200	005470	10/06/2009	11:07:00
		26283880	007970	008590	10/06/2009	11:08:00
		26283845	008390	009490	10/06/2009	11:07:00
		26283871	006170	006685	10/06/2009	11:07:00
		26283883	003400	003490	10/06/2009	11:08:00
		26283873	044000	047490	10/06/2009	11:07:00
		26448426	006500	006850	10/06/2009	11:07:00
		26283861	008150	008590	10/06/2009	11:06:00
		26283840	010750	011485	10/06/2009	11:06:00
		26282974	023930	025105	10/06/2009	11:06:00
		26283872	012230	013625	10/06/2009	11:06:00
		26283844	008150	008765	10/06/2009	11:06:00
		26210031	000000	001550	10/06/2009	11:06:00
		26283835	005180	005645	10/06/2009	11:09:00
		26283875	005630	005820	10/06/2009	11:06:00
		26283021	006240	006625	10/06/2009	11:09:00
		26284728	007870	008610	10/06/2009	11:09:00
		26284488	012340	013050	10/06/2009	11:08:00
		26284739	004880	005290	10/06/2009	11:07:00
		26283847	006890	007355	10/06/2009	11:06:00
		26283877	000000	000000	10/06/2009	11:08:00
		26284734	029230	031350	10/06/2009	11:08:00
		26284738	007490	007860	10/06/2009	11:08:00
		26283841	001970	002315	10/06/2009	11:08:00
		26284730	006010	006645	10/06/2009	11:13:00
		26283834	010180	010800	10/06/2009	11:06:00
		26284708	007880	008400	10/06/2009	11:06:00
		26284490	008770	008880	10/06/2009	11:06:00
		26284727	007740	008275	10/06/2009	11:06:00
		26284713	001450	001540	10/06/2009	11:06:00
		26284732	004350	004770	10/06/2009	11:06:00
		26284737	006830	007565	10/06/2009	11:06:00
		26284733	008810	009175	10/06/2009	11:07:00
		26284695	001240	001245	10/06/2009	11:06:00
		26284710	007980	008795	10/06/2009	11:06:00
		26284729	010960	011995	10/06/2009	11:06:00
		26284706	012830	013585	10/06/2009	11:07:00
		26284723	004920	005230	10/06/2009	11:06:00
		26283960	013730	014645	10/06/2009	11:06:00
		26283961	008640	009260	10/06/2009	11:06:00
		26283965	002460	002590	10/06/2009	11:06:00
		26283973	003340	003620	10/06/2009	11:06:00
		26283956	002940	003130	10/06/2009	11:06:00
		26283988	004760	004760	10/06/2009	11:06:00
		26283955	006930	007450	10/06/2009	11:06:00
		26283959	018150	019710	10/06/2009	11:06:00
		26283020	000000	000000	10/06/2009	11:06:00







### Aqua Fla - Lake Osborne Detailed Route Report

Route :  
33DH-8362

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NAME	ADDRESS	UL REG I/D	PREV READ	CURR READ	READ DATE	READ TIME
		26284438	012280	012800	10/06/2009	11:25:00
		26284414	008440	009095	10/06/2009	11:25:00
			003270	003320	10/06/2009	11:36:11
		26284157	004820	005100	10/06/2009	11:02:00
		26284685	014970	015355	10/06/2009	11:20:00
		26284668	009000	009310	10/06/2009	11:02:00
		26284684	000370	000400	10/06/2009	11:02:00
		26284702	006230	006815	10/06/2009	11:02:00
		26284676	012640	013410	10/06/2009	11:02:00
		26284681	016980	018155	10/06/2009	11:02:00
		26284686	013180	013185	10/06/2009	11:02:00
		26284679	007610	008380	10/06/2009	11:02:00
		26284698	004070	004070	10/06/2009	11:02:00
		26284675	011450	011995	10/06/2009	11:02:00
		26284673	020610	021700	10/06/2009	11:02:00
		26284504	006640	006810	10/06/2009	11:02:00
		26284701	004470	004820	10/06/2009	11:02:00
		26284628	006910	007365	10/06/2009	11:01:00
		26284525	003510	003800	10/06/2009	11:01:00
		26284626	004180	004555	10/06/2009	11:02:00
		26284692	012970	013225	10/06/2009	11:02:00
		26284680	003960	004275	10/06/2009	11:01:00
		26284513	011720	012435	10/06/2009	11:01:00
		26284691	000810	000825	10/06/2009	11:02:00
		26284502	011550	011555	10/06/2009	11:02:00
		26284688	012520	013290	10/06/2009	11:02:00
		26284674	004340	004340	10/06/2009	11:02:00
		26284690	006220	006740	10/06/2009	11:19:00
		26284672	014320	015320	10/06/2009	11:01:00
		57760977	003610	003860	10/06/2009	11:19:00
		26284519	008810	009425	10/06/2009	11:01:00
		26284697	013540	014295	10/06/2009	11:02:00
		26284515	008740	010360	10/06/2009	11:02:00
		26283101	006760	007225	10/06/2009	11:02:00
		26283066	007770	008295	10/06/2009	11:02:00
		26283056	025030	026195	10/06/2009	11:02:00
		26282970	022130	022810	10/06/2009	11:01:00
		26283048	017570	020470	10/06/2009	11:02:00
		26284689	009460	010195	10/06/2009	11:01:00
		26284522	004830	005145	10/06/2009	11:01:00
		26283061	007160	007630	10/06/2009	11:02:00
		26284664	009560	010210	10/06/2009	11:01:00
		26284669	005760	006045	10/06/2009	11:01:00
		26283071	011870	011870	10/06/2009	11:01:00
		26283065	000770	000775	10/06/2009	11:00:00
		26283043	008620	009065	10/06/2009	11:01:00
		26283057	008500	008995	10/06/2009	11:01:00
		26283074	019820	020600	10/06/2009	11:01:00
		26283077	002580	003045	10/06/2009	11:01:00
		26283075	009100	009445	10/06/2009	11:01:00
		26283068	004790	005050	10/06/2009	11:01:00

**Aqua Fla - Lake Osborne Detailed Route Report**

Route :  
33DH-8362

(A)

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NAME	ADDRESS	UL	PREV	CURR	READ	READ
		REG ID	READ	READ	DATE	TIME
		26283063	009210	009830	10/06/2009	11:01:00
		26283047	032990	033870	10/06/2009	11:00:00
		26283044	004360	004575	10/06/2009	11:00:00
		26283062	008590	009450	10/06/2009	11:00:00
		26283051	006870	007155	10/06/2009	11:00:00
		26283067	006810	007015	10/06/2009	11:00:00
		26283076	011550	012400	10/06/2009	11:00:00
		26283064	015720	016525	10/06/2009	10:56:00
		26283041	017190	017700	10/06/2009	11:00:00
		26283072	005110	005490	10/06/2009	10:56:00
		26282971	008990	009595	10/06/2009	10:57:00
		26283053	010180	011040	10/06/2009	10:57:00
		26284587	010180	010740	10/06/2009	11:00:00
		26284586	006230	006605	10/06/2009	10:59:00
		26284534	007430	007615	10/06/2009	11:00:00
		26284601	011520	011915	10/06/2009	10:56:00
		26284531	004290	004520	10/06/2009	11:00:00
		26284548	009000	009680	10/06/2009	10:56:00
		26283050	014850	015155	10/06/2009	11:00:00
		26283060	006380	006190	10/06/2009	11:00:00
		26024653	024670	026450	10/06/2009	11:00:00
		26283045	018430	018825	10/06/2009	10:56:00
		26283082	002610	002845	10/06/2009	11:00:00
		26283069	011660	012395	10/06/2009	11:00:00
		26284144	018860	020035	10/06/2009	11:06:00
		26284174	007730	008255	10/06/2009	11:17:00
		26284487	010800	011330	10/06/2009	11:02:00















































### Aqua Fla - Chuluota Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
33DI-8451

NAME	ADDRESS	UL REG I/D	PREV READ	CURR READ	READ DATE	READ TIME
		57761909	004180	005005	10/14/2009	10:04:00
		57761075	000500	001305	10/14/2009	12:32:00
		26209968	000310	001345	10/14/2009	11:34:00
		26209966	000020	000040	10/14/2009	10:02:00
		26209957	000100	000255	10/14/2009	11:29:00
		26208327	000000	000125	10/14/2009	11:28:00
		26208334	000060	000180	10/14/2009	11:29:00
		26209967	000000	000045	10/14/2009	11:29:00





Aqua Fla - Lake Suzy Detailed Route Report

(A) Route : 33DJ-8384 (B) (C) (D) (E) (F) (G)

Table with columns: NAME, ADDRESS, REG, UL, PREV, CURR, READ, DATE, TIME. The table contains a large block of data that is mostly obscured by a black redaction box, with only the rightmost columns (REG, UL, PREV, CURR, READ, DATE, TIME) visible for each row.











### Aqua Fla - Lake Suzy Detailed Route Report

Route : (A)  
 33DJ-8384 (B)

		UL				
NAME:	ADDRESS	REG	PREV	CURR	READ	READ
		ID	READ	READ	DATE	TIME
		19121048	001300	001460	10/06/2009	06:48:00
		26209094	000000	000000	10/06/2009	06:28:00
			000000	000001	10/06/2009	07:46:38
		26210025	000000	000000	10/06/2009	06:28:00
		26210021	000000	000000	10/06/2009	07:06:00
		26210008	000000	000000	10/06/2009	06:29:00
		26209997	000000	000000	10/06/2009	06:29:00
		26210040	000000	000000	10/06/2009	06:29:00
		26210036	000000	000000	10/06/2009	06:28:00













## Aqua Fla - Sebring Lakes Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
 33HE-8371

NAME	ADDRESS	UL REG ID	PREV READ	CURR READ	READ DATE	READ TIME
		57764577	015110	015480	10/01/2009	09:14:00
		57764590	018410	019100	10/01/2009	09:14:00
		57764588	007900	008005	10/01/2009	09:14:00
		57764556	006090	006330	10/01/2009	09:14:00
		57764576	015440	015890	10/01/2009	09:14:00
		57764589	021960	022200	10/01/2009	09:14:00
		57764560	020150	020980	10/01/2009	09:14:00
		57764573	014710	015470	10/01/2009	09:15:00
		57765226	011700	012075	10/01/2009	09:14:00
		57764572	001700	001705	10/01/2009	09:14:00
		57764599	006480	006680	10/01/2009	09:14:00
		57764552	000010	000010	10/01/2009	09:14:00
		57764592	013750	014640	10/01/2009	09:14:00
		57765220	018920	019270	10/01/2009	09:14:00
		57764561	013130	013460	10/01/2009	09:16:00
		57764571	011980	011990	10/01/2009	09:14:00
		57764584	011520	012295	10/01/2009	09:14:00
		57764578	003600	003605	10/01/2009	09:14:00
		57764563	009680	009805	10/01/2009	09:14:00
		57765238	023870	024550	10/01/2009	09:14:00
		57764901	033400	033565	10/01/2009	09:14:00
		57764922	010860	010885	10/01/2009	09:14:00
		57764914	003550	003550	10/01/2009	09:04:00
		57764903	025150	025300	10/01/2009	09:14:00
		57764896	014470	015105	10/01/2009	09:14:00
		57764906	001060	001065	10/01/2009	09:14:00
		57764633	009180	009415	10/01/2009	09:14:00
		57764889	020250	020280	10/01/2009	09:14:00
		57764924	005440	005590	10/01/2009	09:14:00
		57764916	011840	012615	10/01/2009	09:14:00
		57764567	020680	021530	10/01/2009	09:14:00
		57764587	014120	014525	10/01/2009	09:14:00
		57764568	009880	010110	10/01/2009	09:14:00
		57764905	022870	023510	10/01/2009	09:14:00
		57764583	010880	010880	10/01/2009	09:14:00
		57764579	020500	021270	10/01/2009	09:14:00
		57764564	006590	006845	10/01/2009	09:14:00
		57764565	000800	001415	10/01/2009	09:14:00
		57764910	008120	008120	10/01/2009	09:14:00
		57764586	010660	010820	10/01/2009	09:14:00
		57764348	004500	004655	10/01/2009	09:14:00
		57764912	003110	003215	10/01/2009	09:14:00
		57764917	004260	004265	10/01/2009	09:14:00
		26024189	014860	014865	10/01/2009	09:14:00
		57764921	011450	011870	10/01/2009	09:14:00
		57764899	001260	001270	10/01/2009	09:14:00
		57764902	013100	013520	10/01/2009	09:14:00
		57764890	008860	009105	10/01/2009	09:14:00
		57764895	001900	001900	10/01/2009	09:14:00
		57764581	011460	011630	10/01/2009	09:14:00
		57764887	010190	010345	10/01/2009	09:14:00
		57764907	001110	001375	10/01/2009	09:14:00
		57764904	016420	016455	10/01/2009	09:14:00
		57764886	000920	000945	10/01/2009	09:14:00
		57764909	007620	007730	10/01/2009	09:14:00
		57764654	011390	011675	10/01/2009	09:14:00
		57764657	010210	010580	10/01/2009	09:14:00
		57764638	011700	012090	10/01/2009	09:14:00
		57764660	004440	004470	10/01/2009	09:14:00



## Aqua Fla - Sebring Lakes Detailed Route Report

(A)
(B)
(C)
(D)
(E)
(F)
(G)

Route :  
33HE-8371

NAME	ADDRESS	UL		CURR	READ	READ
		REG	PREV			
		ID	READ	READ	DATE	TIME
		57765502	006920	007070	10/01/2009	08:53:00
		57764995	015240	015680	10/01/2009	08:54:00
		57765494	005880	005885	10/01/2009	08:53:00
		57765467	011030	011340	10/01/2009	08:53:00
		57765500	013290	013740	10/01/2009	08:54:00
		57765484	007740	007995	10/01/2009	08:53:00
		57765520	008350	008605	10/01/2009	08:54:00
		57765495	018360	018860	10/01/2009	08:54:00
		57765504	006920	007405	10/01/2009	08:54:00
		57765497	010820	011210	10/01/2009	08:54:00
		57765498	015880	016395	10/01/2009	08:55:00
		57765511	011100	011515	10/01/2009	08:54:00
		57764658	001130	001155	10/01/2009	08:54:00
		57765493	012110	012545	10/01/2009	08:54:00
		57764644	005300	005515	10/01/2009	09:05:00
		57765478	008850	009100	10/01/2009	09:05:00
		57765492	012240	012650	10/01/2009	09:05:00
		57764656	003450	003470	10/01/2009	09:04:00
		57764649	000120	000120	10/01/2009	09:04:00
		57765501	002580	002635	10/01/2009	09:05:00
		57764635	000000	000010	10/01/2009	09:05:00
		57764653	009430	009930	10/01/2009	09:05:00
		57764659	001200	001205	10/01/2009	09:04:00
		57764629	014060	014765	10/01/2009	09:04:00
		57764624	018630	018660	10/01/2009	09:04:00
		57764668	012150	012450	10/01/2009	08:58:00
		57764647	001970	002435	10/01/2009	08:58:00
		57764632	033310	033930	10/01/2009	08:58:00
		57764645	007090	007475	10/01/2009	08:58:00
		57764662	001580	001655	10/01/2009	08:58:00
			001890		10/01/2009	09:22:05





### Aqua Fla - Leesburg Detailed Route Report

(A)	(B)	(C)	(D)	(E)	(F)	(G)
Route :		UL				
33HE8374		REG	PREV	CURR	READ	READ
NAME	ADDRESS	ID	READ	READ	DATE	TIME
		26024542	004500	004585	10/01/2009	08:26:00
		57765471	009400	009770	10/01/2009	08:26:00
		57765351	002420	002680	10/01/2009	08:26:00
		57765350	010220	010610	10/01/2009	08:26:00
		57765329	010960	011280	10/01/2009	08:25:00
		57765323	015800	016700	10/01/2009	08:25:00
		57765335	001430	001450	10/01/2009	08:26:00
		57765337	009450	010135	10/01/2009	08:25:00
		57765255	002400	002510	10/01/2009	08:25:00
		57765189	024350	025355	10/01/2009	08:25:00
		57765331	008740	009110	10/01/2009	08:26:00
		57765181	008920	009270	10/01/2009	08:25:00
		57765182	010870	011210	10/01/2009	08:25:00
		57765201	012990	013475	10/01/2009	08:25:00
		57765191	000000	001350	10/01/2009	08:20:00
		57765194	008060	008370	10/01/2009	08:25:00
		57761733	012050	012605	10/01/2009	08:25:00
		57765203	004090	004245	10/01/2009	08:25:00
		57765208	010330	011285	10/01/2009	08:19:00
		57765215	016720	018010	10/01/2009	08:25:00
		57765186	012160	012555	10/01/2009	08:25:00
		57765333	012120	012610	10/01/2009	08:24:00
		57765216	019320	020065	10/01/2009	08:25:00
		57765349	012510	013075	10/01/2009	08:25:00
		57765476	002750	002880	10/01/2009	08:25:00
		57765177	015300	015440	10/01/2009	08:25:00
		57765343	015680	016300	10/01/2009	08:25:00
		57765346	014480	015370	10/01/2009	08:25:00
		57765465	011410	011920	10/01/2009	08:25:00
		57765319	003650	003650	10/01/2009	08:25:00
		57765473	001800	001800	10/01/2009	08:25:00
		57765341	008460	008795	10/01/2009	08:25:00
		57765477	013580	014050	10/01/2009	08:25:00
		57765347	002060	002080	10/01/2009	08:31:00
		57764737	059000	059350	10/01/2009	08:26:00
		57764731	005680	005950	10/01/2009	08:26:00
		57764703	008270	009250	10/01/2009	08:25:00
		57764711	020250	021185	10/01/2009	08:26:00
		57764707	005830	006050	10/01/2009	08:26:00
		57764713	012070	012565	10/01/2009	08:32:00
		57764717	002340	002355	10/01/2009	08:32:00
		57764725	014270	014780	10/01/2009	08:32:00
		57764736	010410	010755	10/01/2009	08:32:00
		57764729	004480	004645	10/01/2009	08:27:00
		57764734	001050	001120	10/01/2009	08:27:00
		57764722	043200	044145	10/01/2009	08:32:00
		57765035	012690	012935	10/01/2009	08:32:00
		57765051	021460	022385	10/01/2009	08:32:00
		57764706	020950	021270	10/01/2009	08:32:00
		57764377	010990	011660	10/01/2009	08:34:00
		57764712	011730	011770	10/01/2009	08:32:00
		57765033	003850	004105	10/01/2009	08:32:00
		57765039	022190	023055	10/01/2009	08:33:00
		57765072	017460	018215	10/01/2009	08:33:00
		57765052	007020	007260	10/01/2009	08:33:00
		57765056	016310	016795	10/01/2009	08:33:00
		57765058	005780	005960	10/01/2009	08:33:00
		57765047	003220	003275	10/01/2009	08:36:00
		57765032	010820	010920	10/01/2009	08:35:00

### Aqua Fla - Leesburg Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
 33HE8374

NAME	ADDRESS	UL		CURR	READ	READ
		REG	PREV			
		I/D	READ	READ	DATE	TIME
		57765073	009660	009980	10/01/2009	08:33:00
		57765065	007990	008420	10/01/2009	08:36:00
		57765046	008640	009090	10/01/2009	08:36:00
		57765054	010340	010555	10/01/2009	08:36:00
		57765055	014310	014805	10/01/2009	08:36:00
		57765064	004880	005045	10/01/2009	08:36:00
		57765044	013620	014005	10/01/2009	08:36:00
		57765036	020860	021785	10/01/2009	08:36:00
		57765060	033660	034370	10/01/2009	08:36:00
		57765063	000760	000760	10/01/2009	08:36:00
		57765040	005620	005940	10/01/2009	08:37:00
		57765069	001410	001415	10/01/2009	08:37:00
		57765034	019830	020135	10/01/2009	08:36:00
		57765059	012700	013500	10/01/2009	08:36:00
		57765015	020020	022310	10/01/2009	08:37:00
		57765057	001910	001980	10/01/2009	08:37:00
		57765021	003620	003710	10/01/2009	08:37:00
		57765030	017000	017635	10/01/2009	08:38:00
		57765031	012220	012925	10/01/2009	08:38:00
		57764368	007990	008345	10/01/2009	08:39:00
		57765013	003320	003450	10/01/2009	08:38:00
		57765004	000610	000640	10/01/2009	08:38:00
		57765038	011320	011615	10/01/2009	08:38:00
		57765014	025670	026310	10/01/2009	08:38:00
		57751857	011870	011910	10/01/2009	08:39:00
		57765018	010050	010300	10/01/2009	08:38:00
		57765020	005070	005170	10/01/2009	08:39:00
		57765029	004470	004540	10/01/2009	08:39:00
		57765005	011410	011870	10/01/2009	08:38:00
		57765011	002490	002570	10/01/2009	08:39:00
		57765012	002260	002335	10/01/2009	08:39:00
		57765506	005810	006095	10/01/2009	08:39:00

### Aqua Fla - Leesburg Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
 33HE-8379

NAME	ADDRESS	UL REG ID	PREV READ	CURR READ	READ DATE	READ TIME
		57764520	030300	030615	10/01/2009	09:17:00
		57764542	000000	017120	10/01/2009	09:17:00
		57764541	028380	029430	10/01/2009	09:25:00
		57765330	048210	049120	10/01/2009	09:30:00
		26024790	000900	001045	10/01/2009	09:26:00
		57765305	014000	014410	10/01/2009	09:28:00
		57765292	009040	009200	10/01/2009	09:30:00
		57765316	004990	005205	10/01/2009	09:31:00
		57765296	001760	001760	10/01/2009	09:31:00
		57765309	008490	008890	10/01/2009	09:32:00
		57761765	004160	004230	10/01/2009	09:31:00
		57765326	002980	003225	10/01/2009	09:31:00
		57764345	004720	004605	10/01/2009	09:31:00
		57765327	004300	004455	10/01/2009	09:31:00
		57765317	003420	003490	10/01/2009	09:31:00
		57765294	002790	002850	10/01/2009	09:31:00
		57765298	000000	000005	10/01/2009	09:31:00
		57765297	002380	002380	10/01/2009	09:31:00
		57765303	008570	008765	10/01/2009	09:31:00
		57765315	027480	028455	10/01/2009	09:31:00
		57765285	016040	016440	10/01/2009	09:31:00
		57764848	013060	013060	10/01/2009	09:31:00
		57764874	002520	002520	10/01/2009	09:31:00
		57765318	006390	006530	10/01/2009	09:33:00
		57765293	005840	006025	10/01/2009	09:32:00
		57764843	002080	002085	10/01/2009	09:32:00
		57765314	000650	000650	10/01/2009	09:31:00
		57765302	003180	003180	10/01/2009	09:32:00
		57764870	010550	010975	10/01/2009	09:31:00
		57765320	012110	012115	10/01/2009	09:32:00
		57765310	006750	006855	10/01/2009	09:31:00
		57764883	017500	017660	10/01/2009	09:31:00
		57764863	007970	007975	10/01/2009	09:32:00
		57764841	003880	003885	10/01/2009	09:31:00
		57764853	002470	002470	10/01/2009	09:32:00
		57764864	008410	008410	10/01/2009	09:32:00
		57764840	005000	005000	10/01/2009	09:32:00
		57764879	023890	023900	10/01/2009	09:35:00
		57764831	000140	000140	10/01/2009	09:35:00
		57764869	001940	001945	10/01/2009	09:35:00
		57764878	001690	001690	10/01/2009	09:35:00
		26024210	008470	009110	10/01/2009	09:35:00
		57764875	002100	002110	10/01/2009	09:35:00
		57764838	001780	001780	10/01/2009	09:35:00
		57764860	001580	001610	10/01/2009	09:35:00
		57764842	002470	002470	10/01/2009	09:35:00
			000700		#####	00:00:00
		57764885	000500	000500	10/01/2009	09:38:00
		57764844	004830	004945	10/01/2009	09:34:00
		57764861	001190	001195	10/01/2009	09:27:00
		57764871	004650	004655	10/01/2009	09:34:00
		57764877	005500	005645	10/01/2009	09:35:00
		57764873	001050	002850	10/01/2009	09:35:00
		57764881	006280	006465	10/01/2009	09:34:00
		26024176	001510	001510	10/01/2009	09:31:00
		57764882	002890	002890	10/01/2009	09:32:00
		57763819	003700	003705	10/01/2009	09:34:00
		57763815	000000	014070	10/01/2009	09:42:00
		57763838	008940	009110	10/01/2009	09:40:00
		57763828	001670	001745	10/01/2009	09:36:00

### Aqua Fla - Leesburg Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
 33HE-8379

NAME	ADDRESS	UL REG I/D	PREV READ	CURR READ	READ DATE	READ TIME
		57763829	004400	004505	10/01/2009	09:34:00
		57764699	001400	001400	10/01/2009	09:34:00
		57763841	004650	004650	10/01/2009	09:34:00
		57763834	002240	002240	10/01/2009	09:35:00
		57763814	001610	001610	10/01/2009	09:34:00
		57764787	003240	003240	10/01/2009	09:34:00
		57763830	002080	002360	10/01/2009	09:34:00
		57764811	007480	007805	10/01/2009	09:36:00
		57763835	009290	009390	10/01/2009	09:34:00
		57763811	001460	06980	10/01/2009	09:34:00
		57764789	003580	003580	10/01/2009	09:35:00
		57763827	001120	001120	10/01/2009	09:34:00
		57764781	001470	001470	10/01/2009	09:35:00
		57764876	005900	005905	10/01/2009	09:36:00
		57751846	003800	003890	10/01/2009	09:35:00
		57764788	003730	003730	10/01/2009	09:35:00
		57764872	003330	003330	10/01/2009	09:35:00
		57764867	001270	001410	10/01/2009	09:35:00
		57763833	001200	005185	10/01/2009	09:35:00
		57764892	008060	008310	10/01/2009	09:35:00
		57764851	001020	001065	10/01/2009	09:35:00
		57764891	004690	004830	10/01/2009	09:35:00
		57751855	004530	004530	10/01/2009	09:35:00
		57764884	017010	017015	10/01/2009	09:35:00
		57751869	031910	032185	10/01/2009	09:35:00
		57764795	011670	012085	10/01/2009	09:35:00
		57764793	001880	001880	10/01/2009	09:35:00
		57764804	014240	014760	10/01/2009	09:35:00
		57763817	001560	001560	10/01/2009	09:38:00
		57763818	005300	005425	10/01/2009	09:36:00
		57751610	007030	007030	10/01/2009	09:35:00
		57764785	002570	002570	10/01/2009	09:37:00
		57763822	001230	001280	10/01/2009	09:38:00
		57751868	005260	005265	10/01/2009	09:37:00
		57763812	003740	003850	10/01/2009	09:36:00
		57763840	005700	005805	10/01/2009	09:37:00
		57763793	002560	002950	10/01/2009	09:48:00
		57763813	006970	007255	10/01/2009	09:36:00
		57763821	004910	004910	10/01/2009	09:36:00
		57763826	004660	004660	10/01/2009	09:36:00
		57763839	006940	006945	10/01/2009	09:37:00
		57763849	006520	006525	10/01/2009	09:52:00
		57764783	009310	009610	10/01/2009	09:36:00
		57763836	004700	004700	10/01/2009	09:36:00
		57763832	001140	002110	10/01/2009	09:39:00
		57763831	015500	015985	10/01/2009	09:42:00
		57763823	005150	005925	10/01/2009	09:36:00
		57763816	008140	008285	10/01/2009	09:36:00
		57764800	010140	010420	10/01/2009	09:35:00
		57763799	003970	004335	10/01/2009	09:36:00
		57764664	002790	002790	10/01/2009	09:34:00
		57763809	004380	004400	10/01/2009	09:36:00
		57764684	001100	002240	10/01/2009	09:41:00
		57763837	009490	009655	10/01/2009	09:55:00
		57764796	002520	002525	10/01/2009	09:36:00
		57763820	004780	004955	10/01/2009	10:02:00
		57763825	003790	003910	10/01/2009	09:34:00
		57764672	009860	010200	10/01/2009	09:40:00
		57764820	005010	005010	10/01/2009	09:35:00
		57764803	004240	004680	10/01/2009	09:39:00
		57764779	009230	009370	10/01/2009	09:36:00

### Aqua Fla - Leesburg Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
 33HE-8379

NAME	ADDRESS	UL REG ID	PREV READ	CURR READ	READ DATE	READ TIME
		57764806	008890	009260	10/01/2009	09:35:00
		57764794	006500	006650	10/01/2009	09:35:00
		57764791	009480	009730	10/01/2009	09:38:00
		57764805	003930	003930	10/01/2009	09:35:00
		57764819	002190	002290	10/01/2009	09:35:00
		57764784	004860	004870	10/01/2009	09:35:00
		57764790	004280	004615	10/01/2009	09:38:00
		57764775	001580	001605	10/01/2009	09:35:00
		57764782	016210	017320	10/01/2009	09:35:00
		57764797	002650	002650	10/01/2009	09:36:00
		57764810	005750	005960	10/01/2009	09:35:00
		57764786	005920	006135	10/01/2009	09:35:00
		57764792	003390	003390	10/01/2009	09:36:00
		57764798	044570	073790	10/01/2009	09:35:00
		57764807	007910	008270	10/01/2009	09:36:00
		57764809	001270	001270	10/01/2009	09:35:00
		57764799	000980	002160	10/01/2009	09:35:00
		57764802	007190	007475	10/01/2009	09:39:00
		57764777	007170	007385	10/01/2009	09:36:00
		57764808	019460	020045	10/01/2009	09:35:00
		57764801	026200	026415	10/01/2009	09:35:00
		57762269	000490	000515	10/01/2009	09:32:00
		57764346	008540	008855	10/01/2009	10:04:00
			387598	387764	10/01/2009	10:14:40
		26024267	006820	006825	10/01/2009	09:39:00
		57764677	001430	001430	10/01/2009	09:35:00
		57764674	009520	010180	10/01/2009	09:38:00
		57764694	002160	002180	10/01/2009	09:35:00
		57764691	001730	001750	10/01/2009	09:36:00
		57764679	007660	008025	10/01/2009	09:36:00
		57764666	010910	011330	10/01/2009	09:35:00
		57764683	004610	004765	10/01/2009	09:35:00
		57764665	003120	003120	10/01/2009	10:17:00
		57764690	010130	010470	10/01/2009	09:38:00
		57764688	013270	013645	10/01/2009	09:46:00
		57764678	007070	007250	10/01/2009	10:16:00
		57764698	018540	018545	10/01/2009	10:12:00
		57764681	015220	016465	10/01/2009	10:08:00
		57764695	010130	010315	10/01/2009	10:03:00
		57764669	011250	011750	10/01/2009	09:38:00
		57764670	006580	006860	10/01/2009	10:09:00
		57764685	008730	009030	10/01/2009	10:03:00
		57764675	000000	002175	10/01/2009	09:53:00
		57764696	004180	004370	10/01/2009	09:39:00
		57764686	002980	003470	10/01/2009	10:17:00
		26025479	002190	002195	10/01/2009	10:08:00

### Aqua Fla - Sebring Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
 33HI-8409

NAME	ADDRESS	UL REG I/D	PREV READ	CURR READ	READ DATE	READ TIME
		57765339	005870	005875	10/01/2009	10:23:00
		57765479	010140	010140	10/01/2009	10:23:00
		57765338	003950	004090	10/01/2009	10:24:00
			009080	009384	10/01/2009	10:55:45
		57765348	007250	007250	10/01/2009	10:24:00
		57765344	003740	004220	10/01/2009	10:24:00
		57764622	012270	012680	10/01/2009	10:24:00
		57765332	001730	001735	10/01/2009	10:24:00
		57764595	008660	009040	10/01/2009	10:24:00
		57764616	000000	008570	10/01/2009	10:24:00
		57764613	005830	006090	10/01/2009	10:23:00
		57764620	002980	003090	10/01/2009	10:24:00
		57764602	015440	015965	10/01/2009	10:24:00
		26025467	000000	000000	10/01/2009	10:25:00
		57765334	005890	006110	10/01/2009	10:23:00
		57765468	014120	014765	10/01/2009	10:24:00
		57765321	008660	008965	10/01/2009	10:24:00
		57765466	003620	003760	10/01/2009	10:24:00
		57765474	006660	007610	10/01/2009	10:24:00
		57765475	013720	014085	10/01/2009	10:23:00
		57765345	009500	009885	10/01/2009	10:38:00
		57765324	006080	006220	10/01/2009	10:24:00
		57765342	001810	001875	10/01/2009	10:24:00
		57764596	007960	008285	10/01/2009	10:25:00
		57765325	009750	010120	10/01/2009	10:38:00
			000000		10/01/2009	10:52:34
		57764597	003250	003320	10/01/2009	10:38:00
		57765304	010940	011500	10/01/2009	10:38:00
		57765299	012260	012760	10/01/2009	10:25:00
		57765311	004490	004855	10/01/2009	10:25:00
		57765313	000000	000010	10/01/2009	10:39:00
		57765322	011170	011680	10/01/2009	10:39:00
		57765306	006490	006725	10/01/2009	10:24:00
		57765308	005420	005685	10/01/2009	10:23:00
		57764610	007320	007595	10/01/2009	10:39:00
		57764603	005410	005410	10/01/2009	10:23:00
		57751879	011500	011815	10/01/2009	10:38:00
		57751886	006530	006780	10/01/2009	10:23:00
		57765328	008610	008960	10/01/2009	10:23:00
		57765301	010980	011430	10/01/2009	10:23:00
		57765312	000000	006770	10/01/2009	10:24:00
		57765307	000660	000685	10/01/2009	10:40:00
		57765300	000490	000570	10/01/2009	10:24:00
		57765295	005570	005670	10/01/2009	10:38:00
		57751867	007460	007710	10/01/2009	10:25:00
		57764359	004840	004985	10/01/2009	10:23:00
		57764618	006190	006270	10/01/2009	10:23:00
		57764631	004940	004945	10/01/2009	10:25:00
		57764600	014570	015095	10/01/2009	10:25:00
		57764615	009800	010200	10/01/2009	10:24:00
		57764614	000000	000005	10/01/2009	10:25:00
		57764617	012140	012635	10/01/2009	10:25:00
		57764609	000290	000290	10/01/2009	10:25:00
		26024197	008450	008680	10/01/2009	10:24:00
		57764593	000000	000005	10/01/2009	10:25:00
		57764594	000000	000005	10/01/2009	10:25:00
		57764605	020840	021890	10/01/2009	10:26:00
		57764611	006020	006170	10/01/2009	10:25:00
		57764361	009700	010325	10/01/2009	10:26:00

### Aqua Fla - Sebring Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
 33HI-8409

NAME	ADDRESS	UL REG I/D	PREV READ	CURR READ	READ DATE	READ TIME
		57764625	004200	004335	10/01/2009	10:26:00
		57764612	006570	006570	10/01/2009	10:27:00
		57764623	006140	006385	10/01/2009	10:26:00
		57763807	009780	010110	10/01/2009	10:26:00
		57764608	008350	008695	10/01/2009	10:27:00
		57764601	016060	016630	10/01/2009	10:27:00
		57764628	012630	012775	10/01/2009	10:27:00
		57764627	013590	013930	10/01/2009	10:26:00
		57764606	006530	006750	10/01/2009	10:27:00
		57764591	008800	009145	10/01/2009	10:27:00
		57764621	003340	003470	10/01/2009	10:28:00
		57764362	006770	007015	10/01/2009	10:29:00
		57763801	000000	000005	10/01/2009	10:28:00
		26024187	009670	010090	10/01/2009	10:28:00
		57763794	005910	006220	10/01/2009	10:29:00
		57763772	006720	006930	10/01/2009	10:29:00
		57761769	009640	010105	10/01/2009	10:30:00
		57763782	015510	016280	10/01/2009	10:29:00
		57764630	004820	004975	10/01/2009	10:25:00
		57764604	006260	006515	10/01/2009	10:24:00
		57761772	000010	000015	10/01/2009	10:27:00
		57762971	002400	002405	10/01/2009	10:26:00
		57751880	000050	000050	10/01/2009	10:27:00
		57761736	000320	000770	10/01/2009	10:27:00
		57762987	000010	000030	10/01/2009	10:27:00
		57764344	015140	015440	10/01/2009	10:26:00
		57762976	004520	004825	10/01/2009	10:38:00
		57764341	003800	004185	10/01/2009	10:25:00
		26025455	004330	004665	10/01/2009	10:23:00

### Aqua Fla - Arredondo Detailed Route Report

Route : 33M9-8350

(A)	(B)	(C)	(D)	(E)	(F)	(G)
NAME	ADDRESS	UL REG ID	PREV READ	CURR READ	READ DATE	READ TIME
		26260126	006260	006285	10/09/2009	10:50:00
		26208838	002300	002380	10/09/2009	10:50:00
		57751928	007840	007955	10/09/2009	10:50:00
		57751940	020920	021255	10/09/2009	11:25:00
		57751936	016160	016755	10/09/2009	10:51:00
		57751945	008710	008990	10/09/2009	10:50:00
		57751930	008010	008215	10/09/2009	10:50:00
		57751920	012560	012420	10/09/2009	10:51:00
		57751931	010950	011275	10/09/2009	10:50:00
		26025009	002630	002670	10/09/2009	10:51:00
		57751942	004070	004225	10/09/2009	10:52:00
		57751933	028340	029350	10/09/2009	11:09:00
		57751934	007720	008950	10/09/2009	11:25:00
		57751950	014210	014555	10/09/2009	11:25:00
		57751939	012110	012400	10/09/2009	11:09:00
		57751929	005970	006135	10/09/2009	11:25:00
		57751938	018000	018515	10/09/2009	11:25:00
		57751948	139660	139960	10/09/2009	10:53:00
			006896		10/09/2009	14:51:28
		57751922	007810	008120	10/09/2009	10:52:00
		57751943	010580	010965	10/09/2009	10:53:00
		57764295	021540	022130	10/09/2009	11:25:00
		57764282	000000	019470	10/09/2009	11:25:00
		57751923	021530	022155	10/09/2009	11:25:00
		57764288	014330	015595	10/09/2009	10:53:00
		57764275	014510	014925	10/09/2009	11:25:00
		57764294	015040	015040	10/09/2009	11:25:00
		57764279	014440	014830	10/09/2009	11:25:00
		57764287	019730	020420	10/09/2009	11:25:00
		57764276	010510	010515	10/09/2009	11:25:00
		57764278	021390	021805	10/09/2009	11:25:00
		57764286	014780	006465	10/09/2009	10:52:00
			007808		10/09/2009	14:51:29
		57764270	003250	003290	10/09/2009	11:25:00
		57764280	008070	008265	10/09/2009	10:53:00
		57764274	031110	032440	10/09/2009	11:25:00
		57764268	006940	007530	10/09/2009	11:09:00
		57764273	041980	045240	10/09/2009	11:25:00
		57764265	006490	006585	10/09/2009	11:27:00
		57764269	013650	014090	10/09/2009	11:25:00
		57751962	012820	013270	10/09/2009	11:25:00
		57764266	041730	042325	10/09/2009	11:25:00
			002680		10/09/2009	14:51:30
		57764155	030070	031000	10/09/2009	11:26:00
		57764283	013130	013780	10/09/2009	11:25:00
		57751935	005720	005870	10/09/2009	11:26:00
		57764180	019500	020090	10/09/2009	11:25:00
			009568		10/09/2009	14:51:30
		57764293	009520	010015	10/09/2009	11:25:00
		57764292	017040	017590	10/09/2009	11:26:00
		57764289	008780	009090	10/09/2009	11:25:00
		57764291	011940	012535	10/09/2009	11:25:00
		57764296	033380	033385	10/09/2009	11:25:00
		57751955	007960	008240	10/09/2009	11:25:00
		57764290	010370	010805	10/09/2009	11:25:00
		57764284	014820	015550	10/09/2009	11:25:00
		57751947	006480	006940	10/09/2009	11:25:00
			000900		10/09/2009	14:51:31
		57751941	029200	030020	10/09/2009	11:26:00
		57751953	019860	020330	10/09/2009	11:26:00







### Aqua Fla - Arredondo Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
 33M9-8350

NAME	ADDRESS	UL	PREV	CURR	READ	READ
		REG	READ	READ	DATE	TIME
		57761672	007830	008070	10/09/2009	11:30:00
		57761467	005990	006050	10/09/2009	11:29:00
		57764411	003820	004020	10/09/2009	11:25:00
		57764267	012020	012385	10/09/2009	11:25:00
		57759956	000000	000005	10/09/2009	11:30:00
		57764299	000030	000770	10/09/2009	11:26:00
			000000		10/09/2009	14:51:46



Aqua Fla - Arrendondo Detailed Route Report

Route : 33M9-8351

Table with columns (A) through (G) containing route data. Column (A) is NAME, (B) is ADDRESS, (C) is REG I/D, (D) is PREV READ, (E) is CURR READ, (F) is READ DATE, and (G) is READ TIME. The table lists 100 entries with corresponding IDs, previous and current readings, dates, and times.















# Aqua Fla -Ocala Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
33MF-8389

NAME	ADDRESS	UL REG I/D	PREV READ	CURR READ	READ DATE	READ TIME
		57760647	004590	004710	10/15/2009	05:59:00
		57760752	011670	011680	10/15/2009	05:59:00
		57760642	020920	021225	10/15/2009	05:59:00
		57760753	010520	010835	10/15/2009	05:58:00
		57760771	006620	006800	10/15/2009	05:59:00
		57760755	009870	010025	10/15/2009	05:59:00
		57760747	002720	003295	10/15/2009	05:59:00
		57760767	022250	023020	10/15/2009	05:58:00
		57760768	007500	007550	10/15/2009	05:58:00
		57760758	026920	026925	10/15/2009	05:59:00
		57760730	000600	000660	10/15/2009	05:59:00

















## Aqua Fla - Bellview Detailed Route Report

(A) Route : 33MG-8397  
 (B)  
 (C)  
 (D)  
 (E)  
 (F)  
 (G)

NAME	ADDRESS	UL REG I/D	PREV READ	CURR READ	READ DATE	READ TIME
		57766909	014460	014970	10/15/2009	10:00:00
		57766914	008660	008950	10/15/2009	10:01:00
		57766903	007170	007315	10/15/2009	10:00:00
		57766888	015190	015795	10/15/2009	10:00:00
		57759950	012460	013055	10/15/2009	10:00:00
		57766900	011170	011460	10/15/2009	10:00:00
		57766887	011050	011420	10/15/2009	10:00:00
		57766916	013280	013820	10/15/2009	10:00:00
		57766910	014180	014860	10/15/2009	10:00:00
		57759941	019550	020785	10/15/2009	10:00:00
		57759962	033500	034590	10/15/2009	10:00:00
		57759952	012740	013230	10/15/2009	10:00:00
		57759960	009520	009820	10/15/2009	10:00:00







### Aqua Fla - Ocala Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
 33MH-8390

NAME	ADDRESS	UL	PREV	CURR	READ	READ
		REG I/D	READ	READ	DATE	TIME
		57760342	020810	021575	10/15/2009	08:20:00
		57759838	009430	009760	10/15/2009	08:20:00
		57759858	020940	021375	10/15/2009	08:20:00
		57759866	026610	028495	10/15/2009	08:20:00
		57759856	016500	016625	10/15/2009	08:20:00
		57759851	026220	027010	10/15/2009	08:20:00
		57759861	015310	015780	10/15/2009	08:20:00
		57759863	031400	031825	10/15/2009	08:21:00
		57759820	015650	016130	10/15/2009	08:20:00
		57759859	012070	012240	10/15/2009	08:20:00
		57759845	010990	011175	10/15/2009	08:20:00
		57759844	010060	010460	10/15/2009	08:20:00
		57759865	033850	034605	10/15/2009	08:19:00
		57759771	032660	032870	10/15/2009	08:20:00
		57759841	026860	028300	10/15/2009	08:20:00
		57759937	012190	012665	10/15/2009	08:19:00
		57759849	014570	015035	10/15/2009	08:20:00
		57759958	039810	041015	10/15/2009	08:21:00
		57759870	011780	012245	10/15/2009	08:20:00
		57759947	011990	012410	10/15/2009	08:19:00
		57759963	019320	019985	10/15/2009	08:20:00
		57759938	008820	009065	10/15/2009	08:21:00
		57759953	005610	005730	10/15/2009	08:21:00
		57759964	045090	046370	10/15/2009	08:21:00
		57759921	009170	011830	10/15/2009	08:20:00
		57759834	023870	024615	10/15/2009	08:20:00















### Aqua Fla - Bellview Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
33Mf-8395

NAME	ADDRESS	UL REG ID	PREV READ	CURR READ	READ DATE	READ TIME
		57763303	018640	019400	10/15/2009	10:31:00
		57766699	010990	011430	10/15/2009	10:40:00

















Aqua Fla - Leesburg Detailed Route Report

(A) Route : 33MJ-8386 (B) (C) (D) (E) (F) (G)

Table with columns: NAME, ADDRESS, UL, REG, I/D, PREV, READ, CURR, READ, DATE, READ, TIME. The table lists route data for 10/15/2009, with a large blacked-out area covering the NAME and ADDRESS columns.



### Aqua Fla - Leesburg Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
 33MJ-8386

NAME	ADDRESS	UL	PREV	CURR	READ	READ
		REG ID	READ	READ	DATE	TIME
		57761128	013020	013315	10/15/2009	06:45:00
		57761127	028050	028665	10/15/2009	06:45:00
		57761130	035480	035580	10/15/2009	06:44:00
		57761140	020230	021105	10/15/2009	06:45:00
		57760909	018550	018915	10/15/2009	06:45:00
		57760477	019710	022140	10/15/2009	08:07:00
		57761000	007560	007620	10/15/2009	07:11:00
		57761193	011010	011330	10/15/2009	06:44:00
		57759725	061680	063590	10/15/2009	07:18:00
		57759907	064080	065105	10/15/2009	06:43:00
		57760207	010350	010575	10/15/2009	06:53:00
		57760461	029560	030445	10/15/2009	07:01:00
		57762387	019920	019825	10/15/2009	10:32:00
		57761689	006940	007180	10/15/2009	10:32:00





















### Aqua Fla - Leesburg Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
 3305-8415

NAME	ADDRESS	UL	PREV	CURR	READ	READ
		REG	READ	READ	DATE	TIME
		26025230	006890	007375	10/12/2009	06:05:00
		26024510	010800	011550	10/12/2009	06:05:00
		26024729	019050	019600	10/12/2009	06:05:00
		26025242	011380	012680	10/12/2009	06:04:00
		26025189	004490	004590	10/12/2009	06:04:00
		26024169	009320	010185	10/12/2009	06:04:00
		26024250	008690	009025	10/12/2009	06:04:00
		26025211	005760	006040	10/12/2009	06:04:00





# Aqua Fla - Leesburg Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
3306-8422

NAME	ADDRESS	UL REG V/D	PREV READ	CURR READ	READ DATE	READ TIME
		23429043	000280	000285	10/13/2009	06:15:00
		23429055	002450	002580	10/13/2009	06:15:00
		23429134	001170	001170	10/13/2009	06:16:00
		23429080	003730	004230	10/13/2009	06:15:00
		23429087	001340	001345	10/13/2009	06:15:00





Aqua Fla - Leesburg Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
3306-8423

NAME	ADDRESS	UL	REG	PREV	CURR	READ	READ
			ID	READ	READ	DATE	TIME
			26025371	011400	011930	10/12/2009	07:09:00
			26025356	003790	004260	10/12/2009	07:09:00
			26025055	008950	009585	10/12/2009	07:09:00
			26025352	003650	004060	10/12/2009	07:09:00
			26025238	005800	006110	10/12/2009	07:11:00
			26025046	015470	015985	10/12/2009	07:12:00
			57759802	006390	006580	10/12/2009	07:11:00
			26025343	006350	006410	10/12/2009	07:12:00
			26025058	008870	008870	10/12/2009	07:11:00
			26025341	007520	008150	10/12/2009	07:11:00
			26025059	027090	028205	10/12/2009	07:11:00
			26025365	004280	004350	10/12/2009	07:11:00
			26025052	002430	002455	10/12/2009	07:12:00
			26025331	009540	009900	10/12/2009	07:11:00
			26025360	009930	010220	10/12/2009	07:11:00
			26025056	006640	006850	10/12/2009	07:11:00
			26025064	006350	006645	10/12/2009	07:10:00
			26025350	005290	005360	10/12/2009	07:11:00
			23429112	011040	011485	10/12/2009	07:11:00
			23429046	005950	006075	10/12/2009	07:10:00
			26025354	035500	039525	10/12/2009	07:10:00
			23429101	010650	010850	10/12/2009	07:10:00
			26025368	004500	004690	10/12/2009	07:09:00
			23428547	009620	010150	10/12/2009	07:10:00
			23428559	005790	005980	10/12/2009	07:08:00
			26025043	004520	004695	10/12/2009	07:10:00
			26025054	012000	012000	10/12/2009	07:08:00
			26025366	009900	010370	10/12/2009	07:08:00





### Aqua Fla - Leesburg Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
 3307-8428

NAME	ADDRESS	UL REG I/D	PREV READ	CURR READ	READ DATE	READ TIME
		23429122	015730	016250	10/13/2009	06:30:00
		23429098	003740	003750	10/13/2009	06:30:00
		23429052	003940	004135	10/13/2009	06:29:00
		23429090	003960	003970	10/13/2009	06:29:00
		23429120	003500	003725	10/13/2009	06:30:00
		23429158	017200	017315	10/13/2009	06:29:00
		23429131	009300	009990	10/13/2009	06:30:00
		23429127	010290	010295	10/13/2009	06:31:00
		23429076	005860	006125	10/13/2009	06:30:00
		23429125	007130	007470	10/13/2009	06:31:00













**Detailed Route Report**

Route :  
3308-8452

(A)

(B)

(C)

(D)

(E)

(F)

(G)

NAME

ADDRESS



PREV READ	CURR READ	READ DATE	READ TIME
003043	03074	10/14/2009	10:01:40
007491	07613	10/14/2009	10:04:29
031169	312757	10/14/2009	10:07:16
003408	03458	10/14/2009	10:10:31
000250	00592	10/14/2009	10:13:52
000000	00270	10/14/2009	10:14:27
000000	00013	10/14/2009	10:17:47
000387	00434	10/14/2009	10:18:57
000344	00401	10/14/2009	10:19:28
000000	00154	10/14/2009	10:20:02
000000	00978	10/14/2009	10:20:40
000000	00004	10/14/2009	10:21:51
000000	00000	10/14/2009	10:22:18
000000	00000	10/14/2009	10:22:42
000000	00000	10/14/2009	10:23:04
000000	00000	10/14/2009	10:23:43
000527	00533	10/14/2009	10:24:11
000520	00683	10/14/2009	10:24:42
000000	00002	10/14/2009	10:25:06
000000	04454	10/14/2009	10:25:34
000000	00012	10/14/2009	10:25:58
001320	01336	10/14/2009	10:29:22
005511	05627	10/14/2009	10:32:00
007041	07054	10/14/2009	10:33:17
001537	01573	10/14/2009	10:33:58
005612	29130	10/14/2009	10:39:38
009445	09543	10/14/2009	10:36:03
004022	14066	10/14/2009	10:43:32
025474	02536	10/14/2009	10:48:48
000659	00666	10/14/2009	10:52:22
003566	03649	10/14/2009	10:53:54
003634	03657	10/14/2009	10:54:36
034557	345829	10/14/2009	10:58:52
097109	975290	10/14/2009	11:00:45
002343	023775	10/14/2009	11:04:53
004729	04740	10/14/2009	11:06:18
024675	25111	10/14/2009	11:10:18
050366	50521	10/14/2009	11:14:10
014220	14478	10/14/2009	11:16:36
005933	06100	10/14/2009	11:17:31
002168	02171	10/14/2009	11:20:56
002305	02385	10/14/2009	11:21:16
002358	02363	10/14/2009	11:21:39
035515	35672	10/14/2009	11:23:55
025814	52882	10/14/2009	11:26:18
043995	439973	10/14/2009	11:28:02
012139	12176	10/14/2009	11:31:32
011614	04029	10/14/2009	11:32:08
003617	003657	10/14/2009	11:34:33
004747	004863	10/14/2009	11:34:04
031115	310895	10/14/2009	11:56:54
032431	324921	10/14/2009	11:39:55
015419	16127	10/14/2009	11:40:43
006939	07114	10/14/2009	11:42:46
038670	39046	10/14/2009	11:44:07
022593	227863	10/14/2009	11:46:09
006760	06815	10/14/2009	11:47:35
024666	24819	10/14/2009	11:49:13

### Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
3308-8452

NAME	ADDRESS
[REDACTED]	

PREV READ	CURR READ	READ DATE	READ TIME
028647	28930	10/14/2009	11:52:10
016458	166311	10/14/2009	11:54:16
042096	42552	10/14/2009	11:59:18
454240	455020	10/14/2009	12:00:20
061824	003413	10/14/2009	12:02:49
003774	04261	10/14/2009	12:05:39
025033	26901	10/14/2009	12:07:14





## Aqua Fla - Leesburg Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
 3309-8405

NAME	ADDRESS	UL REG I/D	PREV READ	CURR READ	READ DATE	READ TIME
		26282650	003530	003730	10/12/2009	11:14:00
		26282964	004210	004430	10/12/2009	11:14:00
		26282707	007700	007890	10/12/2009	11:14:00
		26282948	009360	009360	10/12/2009	11:14:00
		26282963	006620	006625	10/12/2009	11:14:00
		26282946	003120	003275	10/12/2009	11:14:00
		26282969	010490	010495	10/12/2009	11:14:00
		26282957	009570	009845	10/12/2009	11:14:00
			000000		10/12/2009	14:20:03
		26282897	004280	004530	10/12/2009	11:14:00
		26282982	001590	001635	10/12/2009	11:14:00
		26282966	000590	000590	10/12/2009	11:14:00
		26282961	005000	005340	10/12/2009	11:14:00
		26282967	001580	001620	10/12/2009	11:14:00
		26282644	000800	000810	10/12/2009	11:16:00
		26282617	005800	005805	10/12/2009	11:17:00
		57759806	006980	007265	10/12/2009	11:14:00
		26282616	008770	009275	10/12/2009	11:14:00
		26282647	002710	002835	10/12/2009	11:13:00
		26282630	003400	003400	10/12/2009	11:13:00
		26282640	006980	007235	10/12/2009	11:14:00
		26282649	018710	018715	10/12/2009	11:14:00
		26282635	001610	001700	10/12/2009	11:14:00
		26282633	008790	009440	10/12/2009	11:14:00
		26282646	002740	002870	10/12/2009	11:14:00
		26282624	001710	001780	10/12/2009	11:14:00
		26282605	003390	003660	10/12/2009	11:14:00
		26282621	009410	009845	10/12/2009	11:14:00
		26282620	002030	002210	10/12/2009	11:14:00
		26282625	002110	002165	10/12/2009	11:14:00
		26282619	007480	007925	10/12/2009	11:14:00
		26282631	007020	007275	10/12/2009	11:14:00
		26282623	010730	011135	10/12/2009	11:14:00
		26282614	010940	011775	10/12/2009	11:14:00
		26282622	002410	002430	10/12/2009	11:14:00
		26282626	010810	011240	10/12/2009	11:14:00
		26282661	006360	006670	10/12/2009	11:14:00
		26282637	011670	012070	10/12/2009	11:15:00
		26282642	003070	003220	10/12/2009	11:14:00
		26282627	010000	011000	10/12/2009	11:14:00
		26282645	004490	004640	10/12/2009	11:14:00































### Aqua Fla - Leesburg Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
 330A-8441

NAME	ADDRESS	UL	PREV	CURR	READ	READ
		REG ID	READ	READ	DATE	TIME
		26448821	005360	006585	10/16/2009	17:17:00
		26448099	000200	000200	10/16/2009	17:26:00
		26448107	000120	000125	10/16/2009	17:26:00
		26448820	001660	001855	10/16/2009	17:29:00
		26448468	000100	000205	10/16/2009	17:29:00
		26448103	005800	005800	10/16/2009	17:28:00
		26448106	002150	002225	10/16/2009	17:33:00
		26448464	004670	004925	10/16/2009	17:32:00
		26359147	004790	005440	10/16/2009	17:28:00
		26448489	002320	002460	10/16/2009	17:27:00
		26448463	000580	000605	10/16/2009	17:27:00
		26448112	001840	002005	10/16/2009	17:26:00
		26448799	001960	002050	10/16/2009	17:26:00
		57761709	004930	005270	10/16/2009	17:28:00
		26359153	000860	001500	10/16/2009	17:29:00

### Aqua Fla - Leesburg Detailed Route Report

(A)	(B)	(C)	(D)	(E)	(F)	(G)
Route :		UL				
33OB-8342		REG	PREV	CURR	READ	READ
NAME	ADDRESS	I/D	READ	READ	DATE	TIME
		26283771	010170	010650	10/09/2009	06:57:00
		26283766	005020	005025	10/09/2009	06:58:00
		26283786	007240	007630	10/09/2009	06:58:00
		26283762	007310	007980	10/09/2009	06:57:00
		26283764	001220	001300	10/09/2009	06:58:00
		26283800	009500	009990	10/09/2009	06:57:00
		26283765	008110	008180	10/09/2009	06:57:00
		26283801	023000	023245	10/09/2009	06:58:00
		26283782	009940	009940	10/09/2009	06:57:00
		26283774	007920	007925	10/09/2009	06:58:00
		26283689	014860	015310	10/09/2009	06:58:00
		26283780	000250	000250	10/09/2009	06:58:00
		26283778	000040	000045	10/09/2009	06:59:00
		26283773	010750	011340	10/09/2009	06:58:00
		26283776	000010	000000	10/09/2009	06:59:00
		26283768	006700	007075	10/09/2009	06:57:00
		26283691	003040	003040	10/09/2009	06:58:00
		26283692	000020	000025	10/09/2009	06:57:00
		26283769	011710	012125	10/09/2009	06:58:00
		26283785	007270	008505	10/09/2009	06:58:00
		26283784	002520	002580	10/09/2009	06:57:00
		26283763	013000	013840	10/09/2009	06:59:00
		26283722	005520	005530	10/09/2009	06:58:00
		26283787	002830	002830	10/09/2009	06:57:00
		26283783	000330	000510	10/09/2009	06:57:00
		26284292	002490	002885	10/09/2009	06:58:00
		26283788	000600	000600	10/09/2009	06:57:00
		26283790	002300	002300	10/09/2009	06:57:00
		26283798	007500	008130	10/09/2009	06:57:00
		26283779	005080	005670	10/09/2009	06:57:00
		26284299	002760	002760	10/09/2009	06:57:00
		26284289	006020	006400	10/09/2009	06:57:00
		26284287	004490	004775	10/09/2009	06:57:00
		26284294	002660	003060	10/09/2009	06:57:00
		26284296	003900	003905	10/09/2009	06:58:00
		57763220	000410	000410	10/09/2009	06:57:00
		57763228	012070	012785	10/09/2009	06:58:00
		26024973	003810	003975	10/09/2009	06:58:00
		23426912	005880	006070	10/09/2009	06:57:00
		26025509	013230	014230	10/09/2009	06:57:00
		23428556	000090	000090	10/09/2009	06:59:00
		26024972	007150	007345	10/09/2009	06:57:00
		26025516	000020	000020	10/09/2009	06:58:00
		23428574	000430	000430	10/09/2009	06:57:00
		26284311	006350	006815	10/09/2009	06:58:00
		26024982	005830	005945	10/09/2009	06:58:00

# Aqua Fla - Leesburg Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
 330B-8357

NAME	ADDRESS	UL REG ID	PREV READ	CURR READ	READ DATE	READ TIME
		26023587	006440	006635	10/13/2009	06:03:00
		26023517	010890	011195	10/13/2009	06:03:00
		23449323	003210	003220	10/13/2009	06:03:00
		26022485	014580	015305	10/13/2009	06:03:00
		26023534	005690	005960	10/13/2009	06:03:00
		26023522	013180	013880	10/13/2009	06:03:00
		26022487	010020	010620	10/13/2009	06:03:00
		26022489	006260	006670	10/13/2009	06:03:00
		26023554	038010	038420	10/13/2009	06:03:00
		26022491	010110	010465	10/13/2009	06:03:00
		26022488	009970	010515	10/13/2009	06:03:00
		26022486	005990	006215	10/13/2009	06:03:00
		26023526	008400	008810	10/13/2009	06:03:00
		26022493	018200	018750	10/13/2009	06:03:00
		26023520	006990	007320	10/13/2009	06:03:00
		26023518	015350	016820	10/13/2009	06:03:00
		26023549	010030	010840	10/13/2009	06:03:00
		26023537	004160	004405	10/13/2009	05:56:00
		26022492	015290	016210	10/13/2009	06:03:00
		26022483	007960	008555	10/13/2009	06:03:00
		26023535	006810	008300	10/13/2009	06:03:00
		26023533	020440	020825	10/13/2009	06:04:00
		26022495	004730	004830	10/13/2009	06:04:00
		57762068	012820	013245	10/13/2009	06:02:00
		26023515	016910	017620	10/13/2009	06:04:00
		26023525	006190	006510	10/13/2009	06:04:00
		26022482	030960	032190	10/13/2009	06:04:00
		26022465	007380	007745	10/13/2009	06:04:00
		26023530	014750	014830	10/13/2009	06:04:00
		57763315	009210	009670	10/13/2009	06:04:00
		26022494	036210	037065	10/13/2009	06:04:00
		26023585	015840	016670	10/13/2009	06:04:00
		26022484	010990	011010	10/13/2009	06:04:00
		26023527	011400	011895	10/13/2009	06:04:00
		57762016	027510	028425	10/13/2009	06:03:00
		26022479	018010	019420	10/13/2009	06:04:00
		26023357	008590	009185	10/13/2009	06:03:00
		26023369	015830	016280	10/13/2009	06:03:00
		26022480	003250	003380	10/13/2009	06:04:00
		26022478	007320	007325	10/13/2009	06:03:00
		26023516	013300	013805	10/13/2009	06:02:00
		26022473	006960	007130	10/13/2009	05:56:00
		26023373	010150	010870	10/13/2009	06:02:00
		26023393	005860	006105	10/13/2009	05:56:00
		26023351	016760	017300	10/13/2009	05:56:00
		26023377	025040	025640	10/13/2009	05:56:00



# Aqua Fla - Leesburg Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
 33OB-8360

		UL				
NAME	ADDRESS	REG	PREV	CURR	READ	READ
		I/D	READ	READ	DATE	TIME
		26283982	020210	022630	10/09/2009	07:16:00
		26283976	003880	003880	10/09/2009	07:16:00
		26283983	003930	004400	10/09/2009	07:16:00
		26283979	011440	011855	10/09/2009	07:16:00
		26283964	003800	004040	10/09/2009	07:16:00
		26283994	000010	000005	10/09/2009	07:16:00
		26283987	000000	000000	10/09/2009	07:16:00
		57762006	011990	012325	10/09/2009	07:16:00
		57763295	017140	018160	10/09/2009	07:16:00
		26283992	000000	000000	10/09/2009	07:19:00
		26283986	001220	001225	10/09/2009	07:19:00
		26283993	002610	002785	10/09/2009	07:16:00
		26283978	002680	002685	10/09/2009	07:19:00
		26283975	001320	001325	10/09/2009	07:19:00
		26283996	000610	000610	10/09/2009	07:16:00
		26283966	002260	002365	10/09/2009	07:16:00
		26283981	000330	000330	10/09/2009	07:19:00
		26283998	000000	000000	10/09/2009	07:16:00
		26283990	008310	008580	10/09/2009	07:19:00
		26283968	000470	000475	10/09/2009	07:16:00
		26283977	000960	000965	10/09/2009	07:18:00
		57766786	002070	002120	10/09/2009	07:16:00
		23426338	002090	002700	10/09/2009	07:18:00
		23449672	005690	006630	10/09/2009	07:16:00







### Aqua Fla - Leesburg Detailed Route Report

Route : 33OD-8416

(A)	(B)	(C)	(D)	(E)	(F)	(G)
NAME	ADDRESS	UL REG I/D	PREV READ	CURR READ	READ DATE	READ TIME
		26283438	009380	010120	10/13/2009	06:54:00
		26283423	006020	006600	10/13/2009	06:53:00
		26283405	002750	003440	10/13/2009	07:08:00
		26283396	000000	000460	10/13/2009	07:09:00
		26283436	029690	029755	10/13/2009	07:08:00
		26283427	001280	001455	10/13/2009	07:08:00
		26283420	010480	011230	10/13/2009	07:08:00
		26283429	009080	009855	10/13/2009	07:08:00
		26283421	015270	016305	10/13/2009	07:08:00
		26283431	002770	002930	10/13/2009	07:08:00
		26283395	011160	012090	10/13/2009	07:08:00
		26283394	007050	007475	10/13/2009	07:09:00
		26283411	001640	001695	10/13/2009	07:08:00
		26283408	009930	010635	10/13/2009	07:09:00
		26283398	009210	009780	10/13/2009	07:08:00
		26283418	001250	001255	10/13/2009	07:09:00
		26283402	004250	004480	10/13/2009	07:10:00
		26283412	002510	002580	10/13/2009	07:09:00
		26283407	010430	010705	10/13/2009	07:09:00
			004520	004572	10/13/2009	10:23:14
		26283422	002360	002520	10/13/2009	07:09:00
		26283792	017610	018955	10/13/2009	07:08:00
		26283434	025660	026270	10/13/2009	07:08:00
		26283426	001570	001680	10/13/2009	07:09:00
		26283414	002910	003130	10/13/2009	07:08:00
		26283777	000610	000630	10/13/2009	06:56:00
		26283775	002270	002470	10/13/2009	06:56:00
		26283781	015000	015505	10/13/2009	07:08:00
		26283772	001950	002215	10/13/2009	07:08:00
		26283442	002830	003015	10/13/2009	07:08:00
		26282634	008360	011825	10/13/2009	07:08:00















Aqua Fla - Leesburg Detailed Route Report

Route : 33OE-8413

Table with columns: NAME, ADDRESS, UL, REG, PREV, CURR, READ, READ. Contains 191 rows of route data including meter IDs and reading times.







## Aqua Fla - Leesburg Detailed Route Report

(A)	(B)	(C)	(D)	(E)	(F)	(G)
Route :		UL				
330E-8413		REG	PREV	CURR	READ	READ
NAME	ADDRESS	I/D	READ	READ	DATE	TIME
		57759811	014080	014815	10/12/2009	08:33:00
			000000		10/12/2009	11:52:41
			000000		10/12/2009	11:52:41
			000000		10/12/2009	11:52:41
			000000		10/12/2009	11:52:41
		26284314	003140	003410	10/12/2009	08:26:00
		23426380	002440	002930	10/12/2009	08:41:00
		23426326	011930	012400	10/12/2009	08:34:00
		23426869	018290	019135	10/12/2009	08:39:00
		26207647	000770	001115	10/12/2009	08:32:00



















































### Aqua Fla - Leesburg Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
 33OF-8426

NAME	ADDRESS	UL REG LD	PREV READ	CURR READ	READ DATE	READ TIME
		26121926	050950	050955	10/13/2009	14:05:00
		26121934	055920	058685	10/13/2009	14:06:00
		26121929	056280	057520	10/13/2009	14:06:00
		26121920	060380	062755	10/13/2009	14:06:00
		26121924	000610	000625	10/13/2009	14:06:00
		26121907	017380	017850	10/13/2009	14:06:00
		26121908	059450	062160	10/13/2009	14:06:00
		26121902	061380	062005	10/13/2009	14:06:00
		26122148	057650	061270	10/13/2009	14:06:00
		26208410	000850	001050	10/13/2009	14:06:00
		26122142	048390	050085	10/13/2009	14:07:00
		26122172	029710	031870	10/13/2009	14:06:00
		26122249	005400	005620	10/13/2009	14:06:00
		26122151	034780	037260	10/13/2009	14:07:00
		26122155	046310	046700	10/13/2009	14:07:00
		26122248	006580	006800	10/13/2009	14:08:00
		26122179	009880	009885	10/13/2009	14:08:00
		26122250	012200	100510	10/13/2009	14:08:00
		26122255	016780	017155	10/13/2009	14:20:00
		26121432	042170	043715	10/13/2009	14:07:00
		26122245	028160	028445	10/13/2009	14:07:00
		26122254	061870	064690	10/13/2009	14:07:00
		26122161	037570	037570	10/13/2009	14:07:00
		26122242	016780	017130	10/13/2009	14:07:00
		26121394	021270	022700	10/13/2009	14:06:00
		26121391	043150	045640	10/13/2009	14:07:00
		26121309	075570	080515	10/13/2009	14:06:00
		26121913	019100	020530	10/13/2009	14:07:00
		26121421	050430	052205	10/13/2009	14:13:00
		26122141	039740	040080	10/13/2009	14:14:00
		26122153	080580	080620	10/13/2009	14:14:00
		26122162	000250	001130	10/13/2009	14:13:00
		26121659	016540	017270	10/13/2009	14:14:00
		26122136	001190	001415	10/13/2009	14:13:00
		23449139	015530	016450	10/13/2009	11:58:00
		26023183	028820	031075	10/13/2009	14:03:00
		19127657	000290	001160	10/13/2009	13:55:00





### Aqua Fla - Leesburg Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
 33OG-8419

NAME	ADDRESS	UL REG ID	PREV READ	CURR READ	READ DATE	READ TIME
		26359149	000560	000690	10/19/2009	11:37:38
		26284530	002230	002240	10/19/2009	11:37:38
		26284551	005830	005990	10/19/2009	11:37:38
		26284533	005540	005885	10/19/2009	11:36:38
		26284811	001630	001660	10/19/2009	11:34:38
		57761725	002880	002985	10/19/2009	11:29:38
		26284792	000570	000610	10/19/2009	11:27:38
		26284812	001690	001820	10/19/2009	11:36:38
		26284819	001050	001055	10/19/2009	11:36:38
		26284806	003030	003200	10/19/2009	11:36:38
		26284822	003810	003815	10/19/2009	11:35:38
		26284805	008000	008525	10/19/2009	11:25:38
		57761713	005810	006185	10/19/2009	11:25:38
		26284793	010910	011185	10/19/2009	11:33:38
		26284809	003630	003845	10/19/2009	11:36:38













### Aqua Fla - Leesburg Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
 330J-8410

		UL				
NAME	ADDRESS	REG	PREV	CURR	READ	READ
		ID	READ	READ	DATE	TIME
		57766755	007630	007935	10/14/2009	13:46:00
		57766744	007780	008120	10/14/2009	13:46:00
		57766752	001590	001620	10/14/2009	13:46:00
		57763386	006610	006950	10/14/2009	13:46:00
		57766735	008750	008750	10/14/2009	13:46:00
		57763371	002390	002395	10/14/2009	13:46:00
		57763393	000660	000660	10/14/2009	13:46:00
		57763367	013000	013625	10/14/2009	13:46:00
		57766734	006110	006195	10/14/2009	13:46:00
		57763391	004610	004630	10/14/2009	13:46:00
		57761951	000350	000350	10/14/2009	13:46:00



































### Aqua Fla - Leesburg Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
 33P3-8436

NAME	ADDRESS	UL REG /D	PREV READ	CURR READ	READ DATE	READ TIME
		26283022	010560	011720	10/05/2009	08:41:00
		26360172	004990	005750	10/05/2009	08:40:00
		26283029	009500	010480	10/05/2009	08:40:00
		26360174	001280	001435	10/05/2009	08:40:00
		26360168	000100	000105	10/05/2009	08:40:00
		26207787	004510	004785	10/05/2009	08:45:00
		26359103	005220	005755	10/05/2009	08:45:00
		26360161	010620	010870	10/05/2009	08:46:00
		26309705	008200	009395	10/05/2009	08:46:00
		26207794	004800	005160	10/05/2009	08:44:00
		26283389	003680	003965	10/05/2009	08:46:00
		26207771	004220	004505	10/05/2009	08:44:00
		26207786	005150	005695	10/05/2009	08:44:00
		26207791	005320	006100	10/05/2009	08:39:00
		26207782	004410	005510	10/05/2009	08:39:00
		26207602	001070	001185	10/05/2009	08:44:00
		26207772	005470	005805	10/05/2009	08:45:00
		26207781	004910	005180	10/05/2009	08:45:00
		26207780	005340	006010	10/05/2009	08:45:00
		26207778	004750	005220	10/05/2009	08:42:00
		26207754	009850	011125	10/05/2009	08:45:00
		26207773	004880	005390	10/05/2009	08:46:00
		26207796	002360	002675	10/05/2009	08:42:00
		26207785	009190	009860	10/05/2009	08:42:00
		26207766	009300	010450	10/05/2009	08:45:00
		26132496	007630	008230	10/05/2009	08:40:00
		26207777	007370	007980	10/05/2009	08:42:00
		26207759	007130	008680	10/05/2009	08:45:00
		26207767	010020	010745	10/05/2009	08:42:00
		26207783	002120	002395	10/05/2009	08:45:00
		26207762	011280	012085	10/05/2009	08:42:00
		26207608	002410	002660	10/05/2009	08:44:00
		26207527	004710	005195	10/05/2009	08:44:00
		26207776	007420	008140	10/05/2009	08:44:00
		26207775	003820	004190	10/05/2009	08:45:00
		26207763	008950	009540	10/05/2009	08:44:00
		26207757	007150	007820	10/05/2009	08:44:00
		26145715	003000	003310	10/05/2009	08:45:00
		26207617	003030	003315	10/05/2009	08:44:00
		26209305	000630	001420	10/05/2009	08:32:00





### Aqua Fla - Leesburg Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
33PS-8447

NAME	ADDRESS	UL REG LD	PREV READ	CURR READ	READ DATE	READ TIME
		26284514	010750	011395	10/16/2009	17:03:00
		26284612	004590	004680	10/16/2009	17:03:00
		26282944	006440	006550	10/16/2009	17:03:00
		26282938	003840	003970	10/16/2009	17:03:00
		26282953	002250	002390	10/16/2009	17:03:00
		26282936	006690	006980	10/16/2009	17:03:00
		26284516	001860	002070	10/16/2009	17:03:00
		26282935	005100	005410	10/16/2009	17:03:00
		26282934	007460	007890	10/16/2009	17:03:00
		26282940	001610	004875	10/16/2009	17:03:00
		26282911	000000	000000	10/16/2009	17:03:00
		26282937	002480	002480	10/16/2009	17:03:00
		26282903	004980	005280	10/16/2009	17:03:00
		26282931	005730	006410	10/16/2009	17:03:00
		26282917	004470	004640	10/16/2009	17:03:00
		26282942	005220	005760	10/16/2009	17:03:00
		26282939	005920	005920	10/16/2009	17:03:00
		26282919	000000	000470	10/16/2009	17:03:00
		26282914	012710	012710	10/16/2009	17:03:00
		26282905	011160	012290	10/16/2009	17:03:00
		26282900	003787	03785	10/16/2009	17:04:00
		26282933	006820	007285	10/16/2009	17:04:00
		26282886	000650	000700	10/16/2009	17:03:00
		26282928	001850	001855	10/16/2009	17:03:00
		26282927	001910	003080	10/16/2009	17:03:00
		26282908	001930	002000	10/16/2009	17:03:00
		26282930	000000	000900	10/16/2009	17:03:00
		26282929	000950	000950	10/16/2009	17:03:00
		26283707	002260	002260	10/16/2009	17:03:00
		26282880	004600	005310	10/16/2009	17:03:00
		26282906	005620	005890	10/16/2009	17:03:00
		26282921	001040	001180	10/16/2009	17:03:00
		26282884	003310	003950	10/16/2009	17:03:00
		26282918	002000	002160	10/16/2009	17:03:00
		26282924	000000	000000	10/16/2009	17:03:00
		26282889	003950	004240	10/16/2009	17:03:00
		26282926	002440	002635	10/16/2009	17:03:00
		26282923	004260	004660	10/16/2009	17:03:00
		26283705	006000	007300	10/16/2009	17:03:00
		57762051	002440	002540	10/16/2009	17:03:00
		26283697	003150	003150	10/16/2009	17:03:00
		26283700	000570	000610	10/16/2009	17:03:00
		26283703	005920	006375	10/16/2009	17:03:00
		26283693	001190	001190	10/16/2009	17:03:00













Aqua Fla - Leesburg Detailed Route Report

Route : 33P9-8433 (A) (B) (C) (D) (E) (F) (G)

Table with columns: NAME, ADDRESS, UL, REG, PREV, CURR, READ DATE, READ TIME. Contains detailed route data for Aqua Fla - Leesburg.

















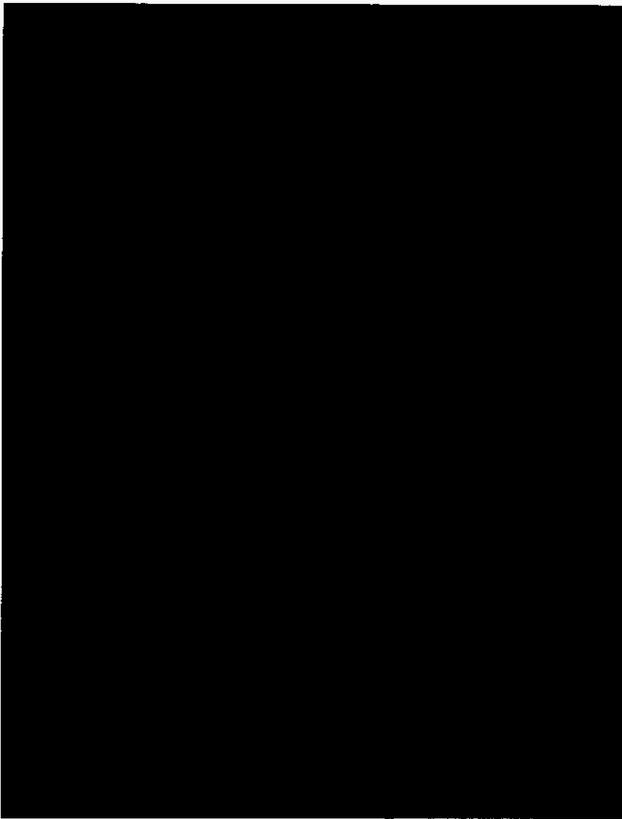








## Aqua Fla - Leesburg Detailed Route Report

(A)	(B)	(C)	(D)	(E)	(F)	(G)
Route :		UL	PREV	CURR	READ	READ
33P9-8433		REG	READ	READ	DATE	TIME
NAME	ADDRESS	ID				
		26360290	000520	000540	10/05/2009	14:41:00
		26360366	000450	000450	10/05/2009	14:41:00
		26360354	004840	005205	10/05/2009	14:33:00
		26360356	000100	000200	10/05/2009	14:41:00
		26360293	007130	007950	10/05/2009	14:41:00
		57759795	007060	007590	10/05/2009	14:41:00
		26360377	001860	001925	10/05/2009	14:41:00
		26360295	003880	004170	10/05/2009	14:40:00
		26360286	002670	002890	10/05/2009	14:34:00
		26359669	000990	001025	10/05/2009	14:42:00
		26359677	001770	001885	10/05/2009	14:42:00
		26359646	003760	004110	10/05/2009	14:41:00
		26359640	006150	006905	10/05/2009	14:42:00
		26359647	001370	001370	10/05/2009	14:41:00
		26359648	005870	006100	10/05/2009	14:42:00
		26359668	002620	002895	10/05/2009	14:42:00
		26359671	002610	002615	10/05/2009	15:40:00
		26359641	000750	000850	10/05/2009	14:35:00
		26359904	009140	010025	10/05/2009	14:51:00
		26359885	003930	004300	10/05/2009	14:40:00
		26359900	004250	004715	10/05/2009	14:34:00
		26359865	003720	004010	10/05/2009	14:41:00
		26359902	004580	004930	10/05/2009	14:41:00
		26359815	004220	004810	10/05/2009	14:40:00
		26359888	003610	004035	10/05/2009	14:35:00
		26359857	007420	008380	10/05/2009	14:40:00
		26359897	001410	001540	10/05/2009	14:35:00
		26359862	014020	014020	10/05/2009	14:40:00
		26359872	004610	004955	10/05/2009	14:34:00
		26359826	007400	007820	10/05/2009	14:33:00
		26025311	006220	006525	10/05/2009	14:32:00
		26359827	000370	000415	10/05/2009	15:26:00
		26359856	001730	001895	10/05/2009	14:17:00

















### Aqua Fla - Leesburg Detailed Route Report

(A)	(B)	(C)	(D)	(E)	(F)	(G)
Route : 33PB-8365		UL				
		REG	PREV	CURR	READ	READ
NAME	ADDRESS	I/D	READ	READ	DATE	TIME
		26449093	002460	002700	10/05/2009	13:10:00











### Aqua Fla - Leesburg Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
 33PD-8366

NAME	ADDRESS	UL REG I/D	PREV READ	CURR READ	READ DATE	READ TIME
		26284357	001110	001230	10/05/2009	12:41:00
		26284362	003160	003430	10/05/2009	12:19:00
		26425541	001700	001865	10/05/2009	12:16:00
		26425515	003790	004080	10/05/2009	12:14:00
		26425529	005800	006420	10/05/2009	12:41:00
		26425537	000930	001020	10/05/2009	12:23:00
		26425507	010920	011510	10/05/2009	12:45:00
		26425536	002640	002645	10/05/2009	12:45:00
		26425539	001850	001945	10/05/2009	12:21:00
		26425501	000570	000655	10/05/2009	12:21:00
		26425631	001740	001890	10/05/2009	12:19:00
		26424938	001740	001935	10/05/2009	12:41:00
		26425632	005190	005670	10/05/2009	12:41:00
		26424598	002780	002785	10/05/2009	12:18:00
		26425628	005600	006210	10/05/2009	12:45:00
		26425502	000000	000010	10/05/2009	12:12:00
		26425532	002010	002220	10/05/2009	12:45:00
		26425548	002850	003150	10/05/2009	12:12:00
		26425542	001720	001935	10/05/2009	12:45:00
		26425500	002340	002355	10/05/2009	12:21:00
		26425554	001720	001815	10/05/2009	12:45:00
		26425535	002250	002580	10/05/2009	12:45:00
		26208869	003590	003995	10/05/2009	12:12:00
		26360392	002670	002885	10/05/2009	12:46:00
		26360816	002040	002045	10/05/2009	12:11:00
		26209374	005600	006250	10/05/2009	15:51:00
		57763293	004250	004250	10/05/2009	11:50:00
		26449793	005020	005555	10/05/2009	12:08:00
		26360641	006390	006990	10/05/2009	12:45:00
		26360652	000150	000170	10/05/2009	11:47:00
		26449639	003750	005535	10/05/2009	15:52:00

### Aqua Fla - Leesburg Detailed Route Report

Route : (A) 33PD-8369 (B) (C) (D) (E) (F) (G)

NAME	ADDRESS	UL REG I/D	PREV READ	CURR READ	READ DATE	READ TIME
		26025533	000580	000660	10/05/2009	11:35:00
		26209476	117590	117595	10/05/2009	11:26:00
		26208555	002690	002695	10/05/2009	11:25:00
			268309		#####	00:00:00
			056412		#####	00:00:00
			007500		10/05/2009	13:36:24
		26025529	000000	000000	10/05/2009	11:26:00
		26209428	001280	001340	10/05/2009	11:26:00
		26208569	000630	000695	10/05/2009	11:26:00
		26024874	000590	000000	10/05/2009	13:43:00
		26025538	000040	000000	10/05/2009	11:26:00
		26024898	001710	001825	10/05/2009	11:26:00
		26209825	002040	002245	10/05/2009	11:26:00
		26208583	006670	006835	10/05/2009	13:23:00
		26025524	001910	002275	10/05/2009	11:26:00
		26209465	039630	042780	10/05/2009	13:10:00
		26209470	000000	000000	10/05/2009	11:27:00
		26208618	000000	999995	10/05/2009	11:27:00
		26208605	000040	000040	10/05/2009	11:26:00
		26208626	000000	000010	10/05/2009	11:26:00
		26208574	000000	000000	10/05/2009	11:26:00
		26208609	000000	000000	10/05/2009	11:26:00
		26208573	000000	000000	10/05/2009	11:26:00
		26209823	000000	000000	10/05/2009	11:26:00
		26208611	000000	000000	10/05/2009	11:27:00
		26208603	000620	000655	10/05/2009	11:27:00
		26449616	000000	000000	10/05/2009	11:28:00
		26360312	000000	000000	10/05/2009	11:27:00
		26449218	000050	000065	10/05/2009	11:26:00
		26449695	000430	000435	10/05/2009	11:26:00
		26448685	005920	006480	10/05/2009	13:28:00
		26360512	000000	000000	10/05/2009	11:26:00
			062730		#####	00:00:00
		26025520	001840	002115	10/05/2009	11:26:00
		26025539	001360	001580	10/05/2009	11:26:00





































**Aqua Fla - Leesburg Detailed Route Report**

Route : (A) (B) (C) (D) (E) (F) (G)  
 33PH-8435

NAME	ADDRESS	UL	PREV	CURR	READ	READ
		REG I/D	READ	READ	DATE	TIME
		26360342	009480	009855	10/05/2009	08:01:00
		26360129	010740	011215	10/05/2009	08:01:00
		26285426	075610	081515	10/05/2009	07:54:00
		26209623	004220	004715	10/05/2009	08:03:00
		26360060	002860	003015	10/05/2009	08:01:00
		26360113	008790	009555	10/05/2009	08:02:00
		26360818	001060	001380	10/05/2009	07:51:00
		26360821	001340	001735	10/05/2009	07:54:00







Aqua Fla - Leesburg Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
33PI-8438

NAME	ADDRESS	UL REG I/D	PREV READ	CURR READ	READ DATE	READ TIME
		26449766	004700	005305	10/02/2009	09:59:00
		26449716	016440	016440	10/02/2009	09:59:00
		26282892	007760	008310	10/02/2009	09:58:00
		26283351	010370	011020	10/02/2009	09:59:00
		26283028	004550	004890	10/02/2009	09:57:00
		26448168	006040	006445	10/02/2009	09:57:00
		26449011	008850	009755	10/02/2009	09:57:00
		26284074	014830	016450	10/02/2009	09:57:00
		26449809	005010	005360	10/02/2009	09:57:00







**Aqua Fla - Leesburg Detailed Route Report**

	(A)		(B)	(C)	(D)	(E)	(F)	(G)
Route :								
33PJ-8402								
NAME	ADDRESS	UL	REG	PREV	CURR	READ	READ	
			I/D	READ	READ	DATE	TIME	
[REDACTED]	[REDACTED]		26449503	001280	001285	10/02/2009	10:40:00	
[REDACTED]	[REDACTED]		26449482	000000	000000	10/02/2009	10:40:00	
[REDACTED]	[REDACTED]		26449272	000000	000000	10/02/2009	10:39:00	
[REDACTED]	[REDACTED]		57766801	004820	005025	10/02/2009	10:39:00	

















### Aqua Fla - Leesburg Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
33PJ-8434

NAME	ADDRESS	UL REG LD	PREV READ	CURR READ	READ DATE	READ TIME
		26208691	000340	000345	10/05/2009	10:08:00
		26208877	000500	000505	10/05/2009	10:06:00
		26208616	003160	003470	10/05/2009	10:05:00
		26208875	000550	000555	10/05/2009	10:06:00
		26208821	001490	001490	10/05/2009	10:06:00
		26209414	000530	000530	10/05/2009	10:06:00
		26208699	001140	001185	10/05/2009	10:06:00

# Aqua Fla - Leesburg Detailed Route Report

Route : (A) 33V5-8442 (B)

(C)	(D)	(E)	(F)	(G)
UL	PREV	CURR	READ	READ
REG	READ	READ	DATE	TIME
LD				
NAME	ADDRESS			
	26283747	000000	000180	10/16/2009 16:02:00
	26283743	000000	000185	10/16/2009 16:03:00
	26285762	006020	006405	10/16/2009 16:08:00
	26285769	012040	012945	10/16/2009 16:08:00
	26285756	004970	005110	10/16/2009 16:04:00
	26283756	004600	004815	10/16/2009 16:08:00
	26285746	016970	018975	10/16/2009 16:07:00
	26285768	005780	006370	10/16/2009 16:09:00
	26285765	000300	000055	10/16/2009 16:02:00
	26285754	003850	004055	10/16/2009 16:03:00
	26285776	000750	000755	10/16/2009 16:02:00
	26285759	002070	002180	10/16/2009 16:02:00
	26285753	006000	006065	10/16/2009 16:03:00
	26285462	008500	008955	10/16/2009 16:18:00
	26285747	003160	003410	10/16/2009 16:18:00
	26285766	005420	005725	10/16/2009 16:03:00
	26285740	006620	007240	10/16/2009 16:03:00
	26285755	004890	005200	10/16/2009 16:19:00
	26285760	001800	001940	10/16/2009 16:04:00
	26285738	002850	003055	10/16/2009 16:19:00
	26285763	001680	002100	10/16/2009 16:03:00
	26285758	003980	004330	10/16/2009 16:04:00
	26285761	002400	002775	10/16/2009 16:12:00
	26284445	003800	003920	10/16/2009 16:04:00
	26284410	001230	001235	10/16/2009 16:20:00
	26284475	005840	006770	10/16/2009 16:21:00
	26284468	004490	004765	10/16/2009 16:20:00
	26284494	007650	007990	10/16/2009 16:04:00
	26285779	000180	000185	10/16/2009 16:07:00
	26284375	004180	004440	10/16/2009 16:15:00
	26284476	001130	001215	10/16/2009 16:09:00
	26284458	007980	008390	10/16/2009 16:18:00
	26285771	005130	005500	10/16/2009 16:06:00
	26284477	007250	007730	10/16/2009 16:03:00
	26284374	003730	003810	10/16/2009 16:03:00
	26284377	001180	001220	10/16/2009 16:15:00
	26283949	005400	005735	10/16/2009 16:15:00
	26284480	006680	007135	10/16/2009 16:15:00
	26284447	006750	007340	10/16/2009 16:16:00
	26284385	003520	003725	10/16/2009 16:16:00
	26284229	002990	003185	10/16/2009 16:03:00
	26284452	000530	000530	10/16/2009 16:04:00
	26283971	005130	005440	10/16/2009 16:09:00
	26284397	004850	005220	10/16/2009 16:09:00
	26284441	002960	003150	10/16/2009 16:09:00
	26284469	003690	003880	10/16/2009 16:05:00
	26284373	002420	002570	10/16/2009 16:04:00
	26284472	006960	007485	10/16/2009 16:05:00
	26284461	006800	007330	10/16/2009 16:04:00
	26284471	004080	004340	10/16/2009 16:16:00
	26284456	003190	003400	10/16/2009 16:03:00
	26284376	004070	004300	10/16/2009 16:16:00
	26284474	006480	007035	10/16/2009 16:04:00
	26359157	003980	003990	10/16/2009 16:02:00
	26282839	003760	003850	10/16/2009 16:15:00
	26283012	000010	000000	10/16/2009 16:15:00
	26284387	007800	008365	10/16/2009 16:02:00
	26284489	003980	004215	10/16/2009 16:03:00
	26284478	005650	006175	10/16/2009 16:02:00
	26284389	003190	003195	10/16/2009 16:02:00
	26284411	000370	000375	10/16/2009 16:02:00

**Aqua Fla - Leesburg Detailed Route Report**

Route : (A) (B) (C) (D) (E) (F) (G)  
 33V5-8442

NAME	ADDRESS	UL REG LD	PREV READ	CURR READ	READ DATE	READ TIME
		26284408	005320	005650	10/16/2009	16:03:00
		26284444	004880	005245	10/16/2009	16:03:00
		26284483	005090	005405	10/16/2009	16:03:00
		26284419	004740	005020	10/16/2009	16:03:00
		26284378	007530	007920	10/16/2009	16:03:00
		26284426	011930	012670	10/16/2009	16:05:00
		26284435	003550	003595	10/16/2009	16:03:00
		26284449	004200	004460	10/16/2009	16:04:00
		26284429	005780	006240	10/16/2009	16:12:00
		26284381	002410	002440	10/16/2009	16:12:00
		26284402	000350	000355	10/16/2009	16:12:00
		26284232	002970	003195	10/16/2009	16:12:00
		26284384	002830	003820	10/16/2009	16:12:00
		26284380	005000	005010	10/16/2009	16:03:00
		26284254	002610	002780	10/16/2009	16:03:00
		26284383	002080	002260	10/16/2009	16:03:00
		26283160	000340	000390	10/16/2009	16:02:00
		26284221	001650	001755	10/16/2009	16:02:00
		26283760	005380	005420	10/16/2009	16:03:00
		26284365	013270	014335	10/16/2009	16:02:00
		26284405	002160	002280	10/16/2009	16:02:00
		26284442	001030	004985	10/16/2009	16:02:00
		26284363	001250	001270	10/16/2009	16:03:00
		26284382	006030	006350	10/16/2009	16:03:00
		26284439	002840	002930	10/16/2009	16:03:00
		26284379	004730	005055	10/16/2009	16:03:00
		26284413	005240	005640	10/16/2009	16:03:00
		26284399	001360	001465	10/16/2009	16:03:00
		26284367	004690	004930	10/16/2009	16:03:00
		26284372	002930	003130	10/16/2009	16:03:00
		26284434	007000	007495	10/16/2009	16:03:00
		26284280	007240	007750	10/16/2009	16:04:00
		26284269	008360	008900	10/16/2009	16:04:00
		26284298	004060	004385	10/16/2009	16:03:00
		26284250	004740	005045	10/16/2009	16:03:00
		26284407	004310	004555	10/16/2009	16:05:00
		26284424	003740	004060	10/16/2009	16:03:00
		26284416	005700	005950	10/16/2009	16:07:00
		26284436	008250	008920	10/16/2009	16:03:00
		26284427	009190	009620	10/16/2009	16:03:00
		26283754	000670	000680	10/16/2009	16:03:00
		26283694	005320	005560	10/16/2009	16:03:00
		26283755	008180	008660	10/16/2009	16:03:00
		26359141	007320	007820	10/16/2009	16:03:00
		26283770	002690	002700	10/16/2009	16:04:00
		26283688	002480	002480	10/16/2009	16:09:00
		26283699	003510	003820	10/16/2009	16:09:00
		26283758	009860	010595	10/16/2009	16:09:00
		26283685	003740	003930	10/16/2009	16:04:00
		26283686	002420	002525	10/16/2009	16:04:00

### Aqua Fla - Leesburg Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
 33V5-8443

NAME	ADDRESS	UL REG I/D	PREV READ	CURR READ	READ DATE	READ TIME
		26308551	000820	000085	10/16/2009	17:17:00
		26284340	000180	000180	10/16/2009	17:17:00
		26284329	009160	009400	10/16/2009	17:17:00
		26284336	006370	015725	10/16/2009	17:17:00
		26284338	005450	005760	10/16/2009	17:17:00
		26284139	005320	005765	10/16/2009	17:18:00
		26285781	009880	010570	10/16/2009	17:17:00
		26284332	002460	002780	10/16/2009	17:17:00
		26284334	002200	002350	10/16/2009	17:17:00
		26284331	008820	009495	10/16/2009	17:17:00
		26285791	000010	000000	10/16/2009	17:17:00
		26284328	001200	001270	10/16/2009	17:17:00
		26284133	013820	014625	10/16/2009	17:17:00
		26285778	004950	005370	10/16/2009	17:17:00
		26285782	008490	009460	10/16/2009	17:17:00
		26285790	008260	008750	10/16/2009	17:17:00
		26284321	010450	011290	10/16/2009	17:17:00
		26284330	003350	003570	10/16/2009	17:17:00
		26284323	000720	000755	10/16/2009	17:18:00
		26285783	000020	000020	10/16/2009	17:17:00
		26285777	006530	006795	10/16/2009	17:17:00
		26285780	001750	001850	10/16/2009	17:18:00
		26285775	000000	000000	10/16/2009	17:17:00
		26285770	000550	000550	10/16/2009	17:17:00
		26285764	003480	003720	10/16/2009	17:17:00
		26284155	003600	003820	10/16/2009	17:17:00
		26285772	007290	007755	10/16/2009	17:17:00
		26284161	007120	007125	10/16/2009	17:17:00
		26284325	005260	005260	10/16/2009	17:17:00
		26285774	004400	004650	10/16/2009	17:17:00
		26284327	004330	004610	10/16/2009	17:17:00



### Aqua Fla - Leesburg Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
 33V6-8450

NAME	ADDRESS	UL REG I/D	PREV READ	CURR READ	READ DATE	READ TIME
		26284503	001160	001160	10/16/2009	14:05:00
		26284537	001070	001130	10/16/2009	14:04:00
		26284579	001460	001580	10/16/2009	14:06:00
		26284491	005610	005930	10/16/2009	14:05:00
		26284524	001320	001330	10/16/2009	14:05:00
		26283058	002270	002435	10/16/2009	14:06:00
		26284486	001450	001545	10/16/2009	14:05:00
		26283036	005520	005525	10/16/2009	14:06:00
		26284602	001130	001135	10/16/2009	14:05:00
		26284599	003630	003725	10/16/2009	14:04:00
		26284590	005050	005330	10/16/2009	14:06:00
		26284446	000120	000200	10/16/2009	14:04:00
		26284433	003110	003235	10/16/2009	14:04:00
		26284485	004000	004100	10/16/2009	14:01:00
		26284482	002450	002460	10/16/2009	14:04:00
		26284532	002510	002680	10/16/2009	14:06:00
		26284431	002180	002255	10/16/2009	14:05:00
		26284577	002890	002895	10/16/2009	14:07:00
		26284443	003540	003755	10/16/2009	14:08:00
		26284448	003870	003910	10/16/2009	14:04:00
		26284497	012260	012500	10/16/2009	14:04:00
		26284464	006310	006785	10/16/2009	14:05:00
		26284598	008250	008600	10/16/2009	14:07:00
		26284501	000360	000360	10/16/2009	14:07:00
		26284508	000650	000670	10/16/2009	14:07:00
		26284566	003810	003955	10/16/2009	14:04:00
		26284333	004830	004970	10/16/2009	14:04:00
		26284561	000000	015550	10/16/2009	14:04:00
		26284610	004500	004860	10/16/2009	14:06:00



## Aqua Fla - Leesburg Detailed Route Report

Route : 33V7-8449

(A)		(B)	(C)	(D)	(E)	(F)	(G)
NAME	ADDRESS	UL	REG	PREV	CURR	READ	READ
			I/D	READ	READ	DATE	TIME
		26145862		000000	000000	10/16/2009	14:42:00
		26283249		004790	005055	10/16/2009	14:41:00
		26283251		007800	008420	10/16/2009	14:41:00
		26283250		009310	009315	10/16/2009	14:42:00
		26283246		004720	004945	10/16/2009	14:42:00
		26283255		003120	003360	10/16/2009	14:42:00
		26283254		002050	002200	10/16/2009	14:42:00
		26283252		001720	001925	10/16/2009	14:42:00
		26283265		008560	008990	10/16/2009	14:42:00
		26283243		010100	010700	10/16/2009	14:42:00
		26283253		007220	007650	10/16/2009	14:41:00
		26283236		007760	008370	10/16/2009	14:42:00
		26283257		011380	017905	10/16/2009	14:54:00
		26283256		008480	009065	10/16/2009	14:54:00
		26283258		004280	004665	10/16/2009	14:42:00
		26283259		005240	005750	10/16/2009	14:41:00
		26283261		001270	001270	10/16/2009	14:54:00
		26283260		001350	001420	10/16/2009	14:41:00
		26283269		000000	000000	10/16/2009	14:54:00
		26283263		001220	001290	10/16/2009	14:42:00
		26283266		005050	006215	10/16/2009	14:41:00
		26283275		003100	003255	10/16/2009	14:41:00
		26283264		000030	000170	10/16/2009	14:42:00
		26283262		002260	002295	10/16/2009	14:54:00
		26283267		000420	000420	10/16/2009	14:42:00
		26283268		006060	006540	10/16/2009	14:42:00
		26283274		003520	003790	10/16/2009	14:42:00
		26283285		000520	000525	10/16/2009	14:42:00
		26283277		002530	002675	10/16/2009	14:42:00
		26283273		000000	000000	10/16/2009	14:54:00
		26283276		000000	002305	10/16/2009	14:42:00
		26283272		007970	008635	10/16/2009	14:54:00
		26283270		000740	000780	10/16/2009	14:42:00
		26282829		004150	004470	10/16/2009	14:57:00
		26282831		001120	001125	10/16/2009	14:42:00
		26283271		000570	000640	10/16/2009	14:42:00
		26283733		009170	009780	10/16/2009	14:42:00
		26283736		001990	002100	10/16/2009	14:42:00
		26283740		002750	002915	10/16/2009	14:42:00
		26283734		002970	003175	10/16/2009	14:42:00







## Aqua Fla - Leesburg Detailed Route Report

Route :  
33V8-8440

(A)

(B)

(C)

(D)

(E)

(F)

(G)

		UL				
NAME	ADDRESS	REG	PREV	CURR	READ	READ
		I/D	READ	READ	DATE	TIME
		26282862	012170	012610	10/16/2009	15:32:00
		26282834	000000	000000	10/16/2009	15:11:00
		26282833	004710	005065	10/16/2009	15:10:00
		26282850	003110	003220	10/16/2009	15:32:00
		26283849	001420	001535	10/16/2009	15:10:00
		26283819	001690	002060	10/16/2009	15:28:00
		26283842	003330	003560	10/16/2009	15:27:00
			000000		10/16/2009	15:35:40











# Aqua Fla - Leesburg Detailed Route Report

Route :  
33VF-8448

(A)	(B)	(C)	(D)	(E)	(F)	(G)
NAME	ADDRESS	UL REG I/D	PREV READ	CURR READ	READ DATE	READ TIME
		26284578	000490	000495	10/16/2009	15:08:00
		26284831	000000	000000	10/16/2009	15:10:00
		26284597	003230	003480	10/16/2009	15:10:00
		26284844	001540	001640	10/16/2009	15:08:00
		26284843	000010	000015	10/16/2009	15:08:00
		26284846	004700	004980	10/16/2009	15:10:00
		26284857	000760	000820	10/16/2009	15:10:00
		26284837	005220	005570	10/16/2009	15:08:00
		26284851	009250	009830	10/16/2009	15:08:00
		26284828	000210	000215	10/16/2009	15:10:00
		26284839	002870	003095	10/16/2009	15:10:00
		26284817	001790	001950	10/16/2009	15:10:00
		26284370	001010	001010	10/16/2009	15:10:00
		26284202	007300	007765	10/16/2009	15:11:00
		26284203	000030	000030	10/16/2009	15:11:00
		26284390	000760	000760	10/16/2009	15:11:00
		26284217	002710	002840	10/16/2009	15:11:00
		26284388	001240	001245	10/16/2009	15:11:00
		26284219	003750	003990	10/16/2009	15:11:00
		26284400	001580	001585	10/16/2009	15:11:00
		26284371	004620	004860	10/16/2009	15:11:00
		26284369	001720	001855	10/16/2009	15:12:00
		26284394	000070	000075	10/16/2009	15:11:00
			001630		10/16/2009	15:24:17
		26284216	004290	004440	10/16/2009	15:11:00
		26284403	000030	000030	10/16/2009	15:11:00
		26284205	003890	004185	10/16/2009	15:08:00
		26284218	007860	007960	10/16/2009	15:10:00
		26284353	004830	005170	10/16/2009	15:10:00
		26284211	003330	003330	10/16/2009	15:10:00
		26284201	000710	000740	10/16/2009	15:10:00
		26284352	005110	005710	10/16/2009	15:11:00
		26284618	001310	001315	10/16/2009	15:10:00
		26284359	003720	003920	10/16/2009	15:10:00
		26284355	005330	005755	10/16/2009	15:10:00
		26284850	000280	000280	10/16/2009	15:10:00
		26284649	003810	004105	10/16/2009	15:10:00
		26284580	001590	001710	10/16/2009	15:08:00
		26284830	005730	005855	10/16/2009	15:10:00
		26284608	001690	001785	10/16/2009	15:09:00
		26284829	002590	002610	10/16/2009	15:09:00
		26284198	001260	001260	10/16/2009	15:09:00













### Aqua Fla - Leesburg Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
 33VG-8455

NAME	ADDRESS	UL REG I/D	PREV READ	CURR READ	READ DATE	READ TIME
		57763232	022730	023210	10/14/2009	15:29:00
		57763264	032020	032580	10/14/2009	15:29:00
		57763245	028740	029270	10/14/2009	15:29:00
		57763262	012770	013165	10/14/2009	15:31:00
		57763073	031550	032760	10/14/2009	15:29:00
		57763249	014510	014985	10/14/2009	15:29:00
		57763095	020630	021230	10/14/2009	15:32:00
		57763242	010890	011415	10/14/2009	15:31:00
		57763250	010210	010625	10/14/2009	15:29:00
		57763241	021720	022325	10/14/2009	15:29:00
		57763254	004790	004980	10/14/2009	15:30:00
		57763002	007230	007515	10/14/2009	15:30:00
		57763252	030600	031370	10/14/2009	15:23:00
		57763240	032850	033400	10/14/2009	15:30:00
		57763010	021670	022330	10/14/2009	15:31:00
		57763088	018260	018860	10/14/2009	15:23:00





# Aqua Fla - Leesburg Detailed Route Report

Route : (A) (B) (C) (D) (E) (F) (G)  
33PI-8345

NAME	ADDRESS	UL REG I/D	PREV READ	CURR READ	READ DATE	READ TIME
		26448828	003800	004120	10/02/2009	08:26:00
		26448841	000970	000970	10/02/2009	08:22:00
		26448812	002060	002225	10/02/2009	08:21:00
		26448809	002290	002395	10/02/2009	08:22:00
		26448825	008830	009210	10/02/2009	08:22:00
		26448814	001760	001760	10/02/2009	08:21:00
		26448825	008830	009210	10/02/2009	08:22:00
		26448814	001760	001760	10/02/2009	08:21:00
		26448850	003160	003360	10/02/2009	08:22:00
		26448843	003470	003650	10/02/2009	08:22:00
		26448810	002940	003065	10/02/2009	08:22:00
		26448843	003470	003650	10/02/2009	08:22:00
		26448810	002940	003065	10/02/2009	08:22:00
		26448095	009140	010020	10/02/2009	08:21:00
		26120478	006420	006585	10/02/2009	08:21:00
		26448859	000660	000670	10/02/2009	08:21:00
		26448712	004270	004705	10/02/2009	08:21:00
		26448096	000000	002040	10/02/2009	08:21:00
		26448744	001360	001360	10/02/2009	08:21:00
		26448069	000770	000775	10/02/2009	08:21:00
		26448075	000970	000970	10/02/2009	08:21:00
		26448199	001470	001470	10/02/2009	08:21:00
		26448781	001660	001665	10/02/2009	08:21:00
		26448091	004910	004910	10/02/2009	08:21:00
		26448086	001290	001295	10/02/2009	08:21:00
		26448852	005110	005205	10/02/2009	08:21:00
		26448068	014690	016100	10/02/2009	08:21:00
		26448076	010830	011950	10/02/2009	08:21:00
		26448068	014690	016100	10/02/2009	08:21:00
		26448076	010830	011950	10/02/2009	08:21:00
		26448203	001660	001755	10/02/2009	08:21:00
		26120481	002050	002185	10/02/2009	08:21:00
		26120461	001130	001130	10/02/2009	08:21:00
		26448077	002940	003130	10/02/2009	08:22:00
		26448097	001730	001730	10/02/2009	08:22:00
		26448857	004150	004390	10/02/2009	08:22:00
		26448098	012060	012685	10/02/2009	08:21:00
		26448818	006530	006990	10/02/2009	08:23:00
		26448834	001900	001905	10/02/2009	08:22:00
		26448119	001500	001500	10/02/2009	08:21:00
		26448832	002030	002150	10/02/2009	08:22:00
		26448866	001250	001250	10/02/2009	08:22:00
		26448823	000590	000590	10/02/2009	08:22:00
		26448866	001250	001250	10/02/2009	08:22:00
		26448823	000590	000590	10/02/2009	08:22:00



## Aqua Fla - Wauchula Detailed Route Report

(A)	(B)	(C)	(D)	(E)	(F)	(G)
NAME	ADDRESS	UL REG I/D	PREV READ	CURR READ	READ DATE	READ TIME
		57765608	008490	009030	10/01/2009	07:03:02
		57765617	000230	000495	10/01/2009	07:03:02
		57765837	022560	023295	10/01/2009	07:04:02
		57751863	021900	023515	10/01/2009	07:08:02
		57765857	008650	008900	10/01/2009	07:08:02
		57765885	031490	032000	10/01/2009	07:08:02
		57765825	003790	003790	10/01/2009	07:08:02
			028170		#####	00:00:00
		57765831	011340	011345	10/01/2009	07:09:02
		57765609	013930	014440	10/01/2009	07:08:02
		57765872	024330	025740	10/01/2009	07:08:02
		57765854	000000	000010	10/01/2009	07:07:02
		57765839	014490	014490	10/01/2009	07:08:02
		57765879	008460	008830	10/01/2009	07:08:02
		57765882	015380	015840	10/01/2009	07:08:02
		57765829	061290	069150	10/01/2009	07:08:02
		57765847	020950	021670	10/01/2009	07:04:02
		57765842	014010	014265	10/01/2009	07:04:02
		57765822	000000	000660	10/01/2009	07:04:02
		57765588	008410	008715	10/01/2009	07:04:02
		57765590	010050	010440	10/01/2009	07:04:02
		57765595	024970	025735	10/01/2009	07:04:02
		57765597	020970	026850	10/01/2009	07:04:02
		57765585	020530	021060	10/01/2009	07:03:02
		57765599	005940	006115	10/01/2009	07:01:02
		57765611	019710	020450	10/01/2009	07:02:02
		57765603	008030	008515	10/01/2009	07:03:02
		57765614	052970	054665	10/01/2009	07:03:02
		57751881	019950	020445	10/01/2009	07:02:02
		57765605	011170	011420	10/01/2009	07:01:02
		57765601	015270	015770	10/01/2009	07:01:02
		57765618	004420	004645	10/01/2009	07:01:02
		57765602	025720	026240	10/01/2009	07:01:02
		57765593	005070	005210	10/01/2009	07:01:02
		57765584	001840	001840	10/01/2009	07:01:02
		57765600	022560	023330	10/01/2009	07:01:02
			022780		#####	00:00:00
		57765610	006260	006600	10/01/2009	07:01:02
		57765570	022690	023465	10/01/2009	07:01:02
		26025466	010820	010820	10/01/2009	07:03:02
		57765598	020730	021235	10/01/2009	07:01:02
			000190		#####	00:00:00

Aqua Utilities Florida, Inc.

Meter Reading Logs

October, 2009

**CONFIDENTIAL**

EXHIBIT F

COMMISSIONERS:  
MATTHEW M. CARTER II, CHAIRMAN  
LISA POLAK EDGAR  
NANCY ARGENZIANO  
NATHAN A. SKOP  
DAVID E. KLEMENT

STATE OF FLORIDA



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(850) 413-6770

# Public Service Commission

## ACKNOWLEDGEMENT

DATE: November 20, 2009

TO: Bruce May, Holland Law Firm

FROM: Ruth Nettles, Office of Commission Clerk

RE: Acknowledgement of Receipt of Confidential Filing

This will acknowledge receipt of a **CONFIDENTIAL DOCUMENT** filed in Docket Number 080121 or, if filed in an undocketed matter, concerning Customer Inquiries Report, and filed on behalf of Aqua. The document will be maintained in locked storage.

If you have any questions regarding this document, please contact Kim Peña, Records Management Assistant, at (850) 413-6393.

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Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

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STATE OF FLORIDA



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# Public Service Commission

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FROM: Ruth Nettles, Office of Commission Clerk

RE: Acknowledgement of Receipt of Confidential Filing

This will acknowledge receipt of a **CONFIDENTIAL DOCUMENT** filed in Docket Number 080121 or, if filed in an undocketed matter, concerning Monthly report of customer inquiries for 10/09, provided on electronic format, and filed on behalf of Aqua. The document will be maintained in locked storage.

If you have any questions regarding this document, please contact Kim Peña, Records Management Assistant, at (850) 413-6393.

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# Public Service Commission

## ACKNOWLEDGEMENT

DATE: November 20, 2009

TO: Bruce May, Holland Law Firm

FROM: Ruth Nettles, Office of Commission Clerk

RE: Acknowledgement of Receipt of Confidential Filing

This will acknowledge receipt of a **CONFIDENTIAL DOCUMENT** filed in Docket Number 080121 or, if filed in an undocketed matter, concerning 22 disks comprised of sound recordings of customer inquiries for 10/09, and filed on behalf of Aqua. The document will be maintained in locked storage.

If you have any questions regarding this document, please contact Kim Peña, Records Management Assistant, at (850) 413-6393.

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# Public Service Commission

## ACKNOWLEDGEMENT

DATE: November 20, 2009

TO: Bruce May, Holland Law Firm

FROM: Ruth Nettles, Office of Commission Clerk

RE: Acknowledgement of Receipt of Confidential Filing

This will acknowledge receipt of a CONFIDENTIAL DOCUMENT filed in Docket Number 080121 or, if filed in an undocketed matter, concerning monthly meter readings logs for 10/09, and filed on behalf of Aqua. The document will be maintained in locked storage.

If you have any questions regarding this document, please contact Kim Peña, Records Management Assistant, at (850) 413-6393.

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