

State of Florida



RECEIVED-FPSC

Public Service Commission

10 MAR -4 PM 12:31

CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

COMMISSION
CLERK

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

DATE: March 4, 2010
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Laura V. King, Public Utilities Supervisor, Division of Regulatory Analysis
RE: Docket No. 080121-WS- Documents to be Included in the Docket File

Please file the attached documents in the docket file for Docket No. 080121-WS. These documents are staff's work papers which are referenced in the recommendation filed by staff today. If you have any questions, please let me know.

DOCUMENT NUMBER-DATE

01499 MAR-4 9

FPSC-COMMISSION CLERK

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
1.	5/1-1-KB	Billing	Y	Y	Y	Y	Y	Y	Customer called regarding a meter re-reading, a high bill, and excessive number of gallons used.
2.	5/1-19-KB	Billing	Y	Y	Y	Y	Y	Y	Customer wanted to verify account balance and high bill.
3.	5/1-215-KB	Other	Y	Y	Y	Y	Y	Y	Reconnection request.
4.	5/1-86-KB	Billing	Y	Y	Y	Y	Y	Y	Customer Service Representative (CSR) to call customer back rather than leave customer on hold to research account further.
5.	5/1-114-KB	Other	Y	Y	Y	Y	Y	Y	Customer facing disconnection seeks extension of time to pay delinquent bill. Two previous payments resulted in returned checks. Customer not satisfied with the options presented by call center supervisor.
6.	5/4-12-KB	Other	Y	Y	Y	Y	Y	Y	Reconnection request.
7.	5/4-267-KB	Other	Y	Y	Y	Y	Y	Y	Reconnection request.
8.	5/4-106-KB	Other	Y	Y	Y	Y	Y	N	Service initiation. Customer information is insufficient to complete service request. Utility to follow up.
9.	5/4-35-KB	Other	Y	Y	Y	Y	Y	Y	Service initiation.
10.	5/4-89-KB	Billing	Y	Y	Y	Y	Y	Y	Leak that has been fixed.
11.	5/5-15-KB	Billing	Y	Y	Y	Y	Y	Y	Customer wanted to know why she received a credit.
12.	5/5-166-KB	Billing	Y	Y	Y	Y	Y	Y	Customer wanted information on a bill.
13.	5/5-213-KB	Other	N	Y	Y	Y	Y	Y	Service reconnection. CSR was curt.
14.	5/5-125-KB	Billing	Y	Y	Y	Y	Y	Y	Customer wanted to know where to make payments.
15.	5/5-72-KB	Billing	Y	Y	Y	Y	Y	Y	Customer wanted to know where to make payments.
16.	5/6-3-KB	Billing	Y	Y	Y	Y	Y	Y	Customer wanted the payment due date extended.
17.	5/6-52-KB	Billing	Y	Y	Y	Y	Y	Y	Customer wanted the account balance.
18.	5/6-90-KB	Billing	Y	Y	Y	Y	Y	Y	Customer made payment over the phone.
19.	5/6-110-KB	Billing	Y	Y	Y	Y	Y	Y	Customer called regarding a high bill and possible error in meter reading.
20.	5/6-184-KB	Billing	Y	Y	Y	Y	Y	Y	Customer had a billing question.
21.	5/7-162-KB	Billing	Y	Y	Y	Y	Y	Y	Customer made a payment over the phone.
22.	5/7-124-KB	Billing	Y	Y	Y	Y	Y	Y	Customer made a payment over the phone.
23.	5/7-32-KB	Billing	Y	Y	Y	Y	Y	Y	Customer scheduled a water connection.
24.	5/7-90-KB	Billing	Y	Y	Y	Y	Y	Y	Customer made a payment over the phone.
25.	5/7-7-KB	Other	Y	Y	Y	Y	Y	Y	Summer disconnection.
26.	5/8-171-KB	Other	Y	Y	Y	Y	Y	Y	Customer wanted an additional name added to the account.
27.	5/8-57-KB	Other	Y	Y	Y	Y	Y	Y	Initiation of service.
28.	5/8-16-KB	Other	Y	Y	Y	Y	Y	Y	Customer call regarding service outage because of a broken main.

DOCUMENT NUMBER-07E

01499 MAR-4-2

FPSC-COMMISSION CLERK

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
29.	5/8-220-KB	Other	Y	Y	Y	Y	Y	Y	Service initiation after a cut-off for non-payment.
30.	5/8-40-KB	Other	Y	Y	Y	Y	Y	Y	Service initiation after a cut-off for non-payment.
31.	5/11-127-KB	Other	Y	Y	Y	Y	Y	Y	Questions about tenant's account.
32.	5/11-247-KB	Billing	Y	Y	Y	Y	Y	Y	Customer unhappy about the water and sewer rate increase.
33.	5/11-5-KB	Other	Y	Y	Y	Y	Y	Y	Initiation of service.
34.	5/11-35-KB	Billing	Y	Y	Y	Y	Y	Y	Customer had a billing question.
35.	5/11-86-KB	Other	Y	Y	Y	Y	Y	Y	Summer disconnection.
36.	5/12-27-KB	Other	Y	Y	Y	Y	Y	Y	Service initiation at a HUD unit.
37.	5/12-199-KB	Other	Y	Y	Y	Y	Y	Y	Reconnection of service discontinued for nonpayment.
38.	5/12-73-KB	Billing	Y	Y	Y	Y	Y	Y	Customer requested a second meter reading because of a higher than normal bill.
39.	5/12-215-KB	Billing	Y	Y	Y	Y	Y	Y	Customer questions a high bill attributable to the rate increase. Also needs a new meter installed per company.
40.	5/12-2-KB	Other	Y	Y	Y	Y	Y	Y	Customer concerned about a recently introduced availability charge during vacation discontinuation.
41.	5/13-23-KB	Other	Y	Y	Y	Y	Y	Y	Customer requests individual monthly statements instead of a seven month comprehensive overview in a back billing dispute.
42.	5/13-53-KB	Billing	Y	Y	Y	Y	Y	Y	Customer wants credit for a leak on their side of the meter that led to a high bill and ultimately to service disconnection.
43.	5/13-149-KB	Billing	Y	Y	Y	Y	Y	Y	Customer made a payment over the phone.
44.	5/13-188-KB	Other	Y	Y	Y	Y	Y	Y	Discontinuation of service.
45.	5/13-78-KB	Billing	Y	Y	Y	Y	Y	Y	Customer had a billing question.
46.	5/14-2-KB	Billing	Y	Y	Y	Y	Y	Y	Concerns about rate increases and wants meter re-read.
47.	5/14-201-KB	Billing	Y	Y	Y	Y	Y	Y	Customer provided a new payment account number.
48.	5/14-99-KB	Other	Y	Y	Y	Y	Y	Y	Customer concerned about a sudden rise in consumption per meter. CSR suggests means of determining source of a leak.
49.	5/14-33-KB	Other	Y	Y	Y	Y	Y	Y	Customer wants a credit from a previous account that has not yet been applied.
50.	5/14-111-KB	Billing	Y	Y	Y	Y	Y	Y	Customer unhappy with the fees required to have service re-initiated after disconnection for nonpayment.
51.	5/15-55-MB	Billing	Y	Y	Y	Y	Y	Y	Rate shock. Customer is not satisfied, but the agent explained it clearly.
52.	5/15-53-MB	Billing	Y	Y	Y	Y	Y	Y	5 times normal. Agent offered a re-read.
53.	5/15-152-MB	Billing	Y	Y	Y	Y	Y	Y	Rate shock. \$44 to \$116 this month. Customer is not satisfied, but the agent explained it clearly.
54.	5/15-147-MB	Other	Y	Y	Y	Y	Y	Y	Customer claims a meter malfunction. Aqua will check it out.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
55.	5/15-84-MB	Billing	Y	Y	Y	Y	Y	Y	Rate shock. Customer is not satisfied, but the agent explained it clearly.
56.	5/18-100-MB	Billing	Y	Y	Y	Y	Y	Y	Customer scheduled the water to be turned off.
57.	5/18-276-MB	Billing	Y	Y	Y	Y	Y	Y	Customer called regarding no water.
58.	5/18-125-MB	Billing	Y	Y	Y	Y	Y	Y	Rate shock . This bill is 4 times normal. Agent offered a re-read.
59.	5/18-319-MB	Billing	Y	Y	Y	Y	Y	Y	Customer called regarding a leak adjustment.
60.	5/18-291-MB	Billing	Y	Y	Y	Y	Y	Y	Customer didn't receive a bill, just a shut off notice.
61.	5/19-101-MB	Billing	Y	Y	Y	Y	Y	Y	Customer claims a meter malfunction. Aqua to check it out.
62.	5/19-132-MB	Other	Y	Y	Y	Y	Y	Y	Customer reports an alarm at a lift station.
63.	5/19-198-MB	Billing	Y	Y	Y	Y	Y	Y	Activation fee on a bill not clearly labeled, but explained OK.
64.	5/19-229-MB	Billing	Y	Y	Y	Y	Y	Y	Customer called regarding a high bill.
65.	5/19-142-MB	Other	Y	Y	Y	Y	Y	Y	Customer making late payment arrangements.
66.	5/20-102-MB	Billing	Y	Y	Y	Y	Y	Y	Rate shock. This bill is \$50 more than last. Customer is not satisfied, but the agent explained it clearly.
67.	5/20-241-MB	Billing	Y	Y	Y	Y	Y	Y	Rate shock . Bill shows 4 times the normal usage. Agent offered to re-read the meter.
68.	5/20-251-MB	Billing	Y	Y	Y	Y	Y	Y	Customer made a payment over the phone.
69.	5/20-226-MB	Billing	Y	Y	Y	Y	Y	Y	Customer claims this rate change is the fourth in four years.
70.	5/20-186-MB	Billing	Y	Y	Y	Y	Y	Y	Customer made a payment over the phone.
71.	5/21-100-MB	Billing	Y	Y	Y	Y	Y	Y	Agent not able to stop disconnection without payment. Customer is not satisfied with this.
72.	5/21-51-MB	Billing	Y	Y	Y	Y	Y	Y	Bill went from \$71 to \$179. Agent offered a meter check.
73.	5/21-96-MB	Billing	Y	Y	Y	Y	Y	Y	Customer was establishing service.
74.	5/21-129-MB	Billing	Y	Y	Y	Y	Y	Y	Meter checked last month. Bill is still very high . Agent gave Customer FPSC info (no CATS file found).
75.	5/21-148-MB	Billing	Y	Y	Y	Y	Y	Y	Rate shock. \$20 to \$253. Customer pleased that the meter will be re-read but not satisfied with the new rates.
76.	5/21-173-MB	Billing	Y	Y	Y	Y	Y	Y	Customer was verifying that payment was received.
77.	5/22-100-MB	Billing	Y	Y	Y	Y	Y	Y	Customer called regarding a high bill.
78.	5/22-157-MB	Billing	Y	Y	Y	Y	Y	Y	Rate shock . This bill was \$35 more than the last. Concern about high rates was not resolved in this call.
79.	5/22-229-MB	Billing	Y	N	Y	N	Y	Y	Agent not clear in explaining the bill, but scheduled a meter check.
80.	5/22-117-MB	Billing	Y	Y	Y	Y	Y	Y	Meter checked last month. Bill still very high. Customer not satisfied that billed usage is accurate.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
81.	5/26-100-MB	Billing	Y	Y	Y	Y	Y	Y	Customer called regarding the correct spelling of the name on the account.
82.	5/26-127-MB	Billing	Y	Y	Y	Y	Y	Y	Customer called regarding disconnecting service.
83.	5/26-138-MB	Billing	Y	Y	Y	Y	Y	Y	CSR answered but no customer was there.
84.	5/26-139-MB	Billing	Y	Y	Y	Y	Y	Y	Customer called regarding a change to the billing address.
85.	5/26-15-MB	No Water	Y	Y	Y	Y	Y	Y	Customer made a payment over the phone.
86.	5/27-95-MB	No Water	Y	Y	Y	Y	Y	Y	Customer called regarding a high bill.
87.	5/27-101-MB	Billing	Y	Y	Y	Y	Y	Y	Customer insisted on speaking with a manager regarding sewer charges. His concern about the high sewer rates was not resolved in this call.
88.	5/27-169-MB	No Water	Y	Y	Y	Y	Y	Y	Customer called regarding the excessive number of gallons used.
89.	5/27-249-MB	No Water	Y	Y	Y	Y	Y	Y	Customer wanted information on payment locations.
90.	5/27-70-MB	Billing	Y	Y	Y	Y	Y	Y	Customer wanted to know the average usage for a house.
91.	5/28-103-MB	Billing	Y	Y	Y	Y	Y	Y	Customer called regarding a water leak at the meter.
92.	5/28-100-MB	Billing	Y	Y	Y	Y	Y	Y	Customer called regarding a payment arrangement.
93.	5/28-102-MB	Other	Y	Y	Y	Y	Y	Y	Did not received a bill. Agent verified address.
94.	5/28-174-MB	Other	Y	Y	Y	Y	Y	Y	Customer reporting a leak on an Aqua facility
95.	5/28-88-MB	Other	Y	Y	Y	N	Y	Y	Concern about a billing adjustment which was not resolved on this call, although customer was OK with getting a call back.
96.	5/29-100-MB	Other	Y	Y	Y	Y	Y	Y	Concern is not resolved, but agent requested a leak adjustment.
97.	5/29-148-MB	Other	Y	Y	Y	Y	Y	Y	Customer reporting a leak on an Aqua facility.
98.	5/29-45-MB	No Water	Y	Y	Y	Y	Y	Y	Customer called regarding a payment arrangement.
99.	5/29-56-MB	Billing	Y	Y	Y	Y	Y	Y	Bill of \$65 to \$315. Agent offered a meter check.
100.	5/29-177-MB	Billing	Y	Y	Y	Y	Y	Y	Agent explained the rate change. Concern of rate shock is not resolved. Single occupant and the bills went from \$45 to \$81 to \$94 in three months.
101.	6/1-312-MB	Billing	Y	Y	Y	Y	Y	Y	Payment shown as past due. Agent verified that it was received.
102.	6/1-156-MB	Billing & Quality	Y	Y	Y	Y	Y	Y	Rate shock and poor quality of water. Past FPSC & will call again.
103.	6/1-111-MB	Billing	Y	Y	Y	Y	Y	Y	Condo manager is concerned about accuracy. Agent offered re-read.
104.	6/1-84-MB	Billing	Y	Y	Y	Y	Y	Y	Bill of 18,000 gallons. Meter checked OK. Agent advised a leak check.
105.	6/1-28-MB	Other	Y	Y	Y	Y	Y	Y	Company requested a water sample (left bottle). Agent verified.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
106.	6/2-128-MB	No Water	Y	Y	Y	Y	Y	Y	Customer did not pay. Thought they paid but Aqua says "no". Partial payment was made, but is not happy that a reconnect will take 24 hours.
107.	6/2-57-MB	No Water	Y	Y	Y	Y	Y	Y	Customer did not pay and was upset about the deposit. This is her second call today. Agent got the OK to waive the reconnection fee.
108.	6/2-6-MB	Other	Y	Y	Y	Y	Y	Y	Mail from Aqua came 2 days after "action date" in the notice.
109.	6/2-177-MB	Billing	Y	Y	Y	Y	Y	Y	Rate shock. Agent offers a re-read.
110.	6/2-185-MB	Quality	Y	Y	Y	Y	Y	Y	"Dead animal" smell reported. Immediate dispatch arranged.
111.	6/3-142-MB	Other	Y	Y	Y	Y	Y	Y	Aqua repair tech damaged the customer's facility. Dispatch arranged.
112.	6/3-181-MB	Other	Y	Y	Y	Y	Y	Y	Disconnect request was not processed. Agent took care of it, ASAP.
113.	6/3-60-MB	No Water	Y	Y	Y	Y	Y	Y	Customer paid fees for reconnection. Agent trying same day reconnection.
114.	6/3-46-MB	Billing	Y	Y	Y	Y	Y	Y	Customer asked about a re-read. New billing is coming in 7 days.
115.	6/3-80-MB	No Water	Y	Y	Y	Y	Y	Y	Customer made an automated payment to avoid disconnection, but the payment did not post to avert action. Agent said customer was to advise and didn't.
116.	6/4-113-MB	Billing	Y	Y	Y	Y	Y	Y	Customer wanted to know the account balance.
117.	6/4-19-MB	Billing	Y	Y	Y	Y	Y	Y	Customer still waiting on an adjustment from Aqua before paying the bill.
118.	6/4-139-MB	Billing	Y	Y	Y	Y	Y	Y	Agent gave information on the leak adjustment program.
119.	6/4-145-MB	No Water	Y	Y	Y	Y	Y	Y	Customer upset that reconnection may take until tomorrow.
120.	6/4-35-MB	No Water	Y	Y	Y	Y	Y	Y	Customer thought she was on auto-draft. Agent re-sent the information.
121.	6/5-100-MB	Other	Y	Y	Y	Y	Y	Y	Customer got a "tag" on the house. Agent verified that the account was OK.
122.	6/5-7-MB	Billing	Y	Y	Y	N	Y	N	Customer called numerous times in the past regarding usage. Aqua says the meter is fine. Agent's explanation is weak.
123.	6/5-104-MB	Quality	Y	Y	Y	Y	Y	Y	Customer reported an odor yesterday and wanted follow up on this. Agent re-reported it as a priority dispatch.
124.	6/5-89-MB	Other	Y	Y	Y	Y	Y	Y	Reporting leak at meter.
125.	6/5-1-MB	No Water	Y	Y	Y	Y	Y	Y	Customer was promised reconnection "by 5PM" and called at 4:55 to state that she still had no water. Agent provided information and also tried to facilitate after-hours assistance, but customer hung up.
126.	6/8-71-MB	Other	Y	Y	Y	Y	Y	Y	Question about "boil water" notice.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
127.	6/8-53-MB	Wastewater	Y	Y	Y	Y	Y	Y	Reporting a sewer line obstruction.
128.	6/8-8-MB	Billing	Y	Y	Y	Y	Y	Y	Rate Shock.
129.	6/8-80-MB	Billing	Y	Y	Y	Y	Y	Y	Auto-pay didn't work. Customer made live payment.
130.	6/8-49-MB	Billing	Y	Y	Y	Y	Y	Y	Payment inquiry.
131.	6/9-101-MB	Billing	Y	Y	Y	Y	Y	Y	Customer concerned about high usage. Has had a plumber to the house to repair all the leaks (plumber's bills were submitted to Aqua and a leak adjustment credit was applied) and has stopped using home irrigation system. Customer satisfied with credit adjustment, remains concerned about 12,000 gallons per month usage. Meter has been checked twice for accuracy by Aqua.
132.	6/9-93-MB	Quality	Y	Y	Y	Y	Y	Y	Service request for the meter.
133.	6/9-6-MB	Billing	Y	Y	Y	Y	Y	Y	Called to correct the mailing address.
134.	6/9-19-MB	Billing	Y	Y	Y	Y	Y	Y	Service request for the meter.
135.	6/9-147-MB	Billing	Y	Y	Y	Y	Y	Y	Service request for the meter. Plumber's already checked the house.
136.	6/10-119-MB	No Water	Y	Y	Y	Y	Y	Y	Change of ownership and no water at the house.
137.	6/10-45-MB	No Water	Y	Y	Y	Y	Y	Y	No water. Repair appointment set.
138.	6/10-55-MB	Billing	Y	Y	Y	Y	Y	Y	Auto-pay didn't work. Customer made live payment.
139.	6/10-40-MB	Billing	Y	Y	Y	Y	Y	Y	Customer called regarding a payment arrangement and a high bill.
140.	6/10-105-MB	No Water	Y	Y	Y	Y	Y	Y	Customer did not pay. Missed the payment arrangement. Paid in full.
141.	6/11-76-MB	Billing	Y	Y	Y	Y	Y	N	Meter was checked and there were no leaks. No explanation for the bill going from \$75 to \$400.
142.	6/11-113-MB	Other	Y	Y	Y	Y	Y	Y	Customer reporting low pressure. Agent scheduled service call.
143.	6/11-28-MB	Other	Y	Y	Y	Y	Y	Y	Customer is upset about paying for a plumber. Aqua tech read wrong meter, was rude, and told her she had a leak. Plumber located the correct meter and said "no leak." Agent provided claims information.
144.	6/11-36-MB	Billing	Y	Y	Y	Y	Y	Y	Payment inquiry.
145.	6/11-21-MB	Billing	Y	Y	Y	Y	Y	Y	Customer says there is no word from Aqua since the meter check.
146.	6/15-53-MB	Billing	Y	Y	Y	Y	Y	Y	High bill, customer requesting a meter check. Agent scheduled it.
147.	6/15-36-MB	Billing	Y	Y	Y	Y	Y	Y	Customer had a meter check and wanted to pay the correct amount.
148.	6/15-118-MB	Other	Y	Y	Y	Y	Y	Y	Fourth call. Meter is too low and customer needs it raised.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
149.	6/15-80-MB	Billing	Y	Y	Y	Y	Y	Y	Call about a high bill. Agent set up a bill payment plan.
150.	6/15- 205-MB	Billing	Y	Y	Y	N	Y	N	First bill with the new rate. Agent not clear in explaining.
151.	6/16-63-KB	No Water	Y	Y	Y	Y	Y	Y	Outage attributable to construction by parties other than Aqua.
152.	6/16-94-KB	Other	Y	Y	Y	Y	Y	Y	Transfer of the account to different address.
153.	6/16-9-KB	Other	Y	Y	Y	Y	Y	Y	Service issue related to a shut-off valve.
154.	6/16-192-KB	Billing	Y	Y	Y	Y	Y	Y	Customer called to give the confirmation numbers for payments.
155.	6/16-101-KB	Billing	Y	Y	Y	Y	Y	Y	Customer called regarding being billed for irrigation after moving out.
156.	6/17-94-KB	Billing	Y	Y	Y	Y	Y	Y	Settlement of past due charges.
157.	6/17-164-KB	Billing	Y	Y	Y	Y	Y	Y	Customer questions high water usage. Meter previously checked by the company and found to be accurate.
158.	6/17-132-KB	Billing	Y	Y	Y	Y	Y	Y	Customer wanted to know the account balance.
159.	6/17-169-KB	Billing	Y	Y	Y	Y	Y	Y	Customer made a payment over the phone.
160.	6/17-4-KB	Other	Y	Y	Y	Y	Y	Y	Customer is concerned about bees near the in-ground meter.
161.	6/18-187-KB	Billing	Y	Y	Y	Y	Y	Y	Customer called regarding a high bill.
162.	6/18-81-KB	Billing	Y	Y	Y	Y	Y	Y	Rate increase questions.
163.	6/18-160-KB	Other	Y	Y	Y	Y	Y	Y	Late payment issues.
164.	6/18-79-KB	Billing	Y	Y	Y	Y	Y	Y	Customer didn't understand the bill.
165.	6/18-18-KB	Billing	Y	Y	Y	Y	Y	Y	Customer account number is recorded incorrectly.
166.	6/19-1-KB	Billing	Y	Y	Y	Y	Y	Y	Customer concerned about a high bill attributed to rate increase.
167.	6/19-177-KB	Billing	Y	Y	Y	Y	Y	Y	Customer seeks extension of time to pay the bill.
168.	6/19-225-KB	Billing	Y	Y	Y	Y	Y	Y	Customer is concerned about a high bill, company to test meter for potential exchange.
169.	6/19-237-KB	Billing	Y	Y	Y	Y	Y	Y	Customer called to verify the account balance and make a payment.
170.	6/19 RP#19-KB	Billing	Y	Y	Y	Y	Y	Y	Customer has an unusually high bill because of an irrigation leak.
171.	6/22-236-KB	Other	Y	Y	Y	Y	Y	Y	Overdue balance payment arrangements with complications involving a collections agency.
172.	6/22-243-KB	Other	Y	Y	Y	Y	Y	Y	Appointment made to evaluate the accuracy of the meter.
173.	6/22-318-KB	Other	Y	Y	Y	Y	Y	Y	Discharge water from one business is backwashing into the adjacent business. Service order issued.
174.	6/22-50-KB	Other	Y	Y	Y	Y	Y	Y	Termination of service.
175.	6/22-291-KB	Other	Y	Y	Y	Y	Y	Y	Customer is concerned over a late charge. CSR to review the customer's payment history over a period of one year and contact the customer.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log									
	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
176.	6/23-149-KB	Billing	Y	Y	Y	Y	Y	Y	Property manager called to dispute a bill for a commercial rental property. Customer contends the meter leaked and Aqua took three days to replace it, resulting in high usage. Customer's account is on an automatic deduction basis, so disputed amount was paid. CSR attempted to research issue but will have a supervisor call the customer.
177.	6/23-116-KB	Other	Y	Y	Y	Y	Y	Y	Customer seeks waiver of late payment charge.
178.	6/23-1-KB	Billing	Y	Y	Y	Y	Y	Y	Customer called regarding a high bill.
179.	6/23-253-KB	Billing	Y	Y	Y	Y	Y	Y	Customer called to verify the account balance and make a payment.
180.	6/23-141-KB	Billing	Y	Y	Y	Y	Y	Y	Customer called to transfer the account and establish service.
181.	6/24-139-KB	Billing	Y	Y	Y	Y	Y	Y	Customer received two bills in two days and called regarding a high bill.
182.	6/24-175-KB	Other	Y	Y	Y	Y	Y	Y	Questions regarding the account for a rental property.
183.	6/24-208-KB	Billing	Y	Y	Y	Y	Y	Y	Customer called regarding payment information and a high bill.
184.	6/24-28-KB	Other	Y	Y	Y	Y	Y	Y	Customer has questions regarding a boil water notice.
185.	6/24-19-KB	Billing	Y	Y	Y	Y	Y	Y	Customer called to verify the account balance and make a payment.
186.	6/25-137-KB	Poor Water Quality	Y	Y	Y	Y	Y	Y	Customer is reporting discolored water. Company is to send a representative to address concerns.
187.	6/25-37-KB	Billing	Y	Y	Y	Y	Y	Y	Customer seeks reconnection following a shut-off for non-payment.
188.	6/25-123-KB	Other	Y	Y	Y	Y	Y	Y	Termination of service.
189.	6/25-105-KB	Billing	Y	Y	Y	Y	Y	Y	Customer wanted the confirmation number for payment.
190.	6/25-235-KB	Billing	Y	Y	Y	Y	Y	Y	Customer requests immediate reconnection of water after a shut-off for non-payment
191.	6/26/PR#68-KB	Billing	Y	Y	Y	Y	Y	Y	Caller is trying to prevent mother's water from being shut off.
192.	6/26/PR#213-KB	Billing	Y	Y	Y	Y	Y	Y	Customer called regarding excessive number of gallons used.
193.	6/26/PR#208-KB	Other	Y	Y	Y	Y	Y	Y	Confusion over service termination date.
194.	6/26/PR#106-KB	Other	Y	Y	Y	Y	Y	Y	Initiation of service.
195.	6/26-14-KB	Other	Y	N	Y	Y	Y	Y	Customer concerned about a letter sent to account regarding results of water quality survey. Company to send personnel to test water.
196.	6/29-179-KB	Other	Y	Y	Y	Y	Y	Y	Reconnection issues linked to damage done by a utility when changing out the customer's meter.
197.	6/29-108-KB	Billing	Y	Y	Y	Y	Y	Y	Customer made a payment over the phone.
198.	6/29-213-KB	Other	Y	Y	Y	Y	Y	Y	Change of name on the account for a rental property.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log									
	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
199.	6/29-134-KB	Other	Y	Y	Y	Y	Y	Y	Deferral of a shut-off date for late payment.
200.	6/29-22-KB	Other	Y	Y	Y	Y	Y	Y	Change of address on the account.
201.	6/30-212-KB	Other	Y	Y	Y	Y	Y	Y	Request for an extension of time to pay the bill.
202.	6/30-87-KB	Other	Y	Y	Y	Y	Y	Y	Follow-up phone call regarding an actual meter reading following an estimation.
203.	6/30-26-KB	Other	Y	Y	Y	Y	Y	Y	Customer concerned the cover was off the meter. Company to send a service personnel to repair.
204.	6/30-151-KB	Billing	Y	Y	Y	Y	Y	Y	Customer wanted to find out if payment was received.
205.	6/30-225-KB	Other	Y	Y	Y	Y	Y	Y	Customer concerned they are paying for their neighbor's water. CSR issued a work order for service personnel to check.
206.	7/1-47-MB	Billing	Y	Y	Y	Y	Y	Y	Question regarding a bill. Customer states that metered usage on this bill is 20 times the previous readings. Agent set up a re-read. This matter was not resolved on this call (because of pending re-read).
207.	7/1-165-MB	Other	Y	Y	Y	Y	Y	Y	Question regarding June's auto-draft. Agent provided the information.
208.	7/1-105-MB	Billing	Y	Y	Y	Y	Y	Y	Question regarding a high bill. Agent set up a payment plan.
209.	7/1-107-MB	Billing	Y	Y	Y	Y	Y	Y	Question regarding a high bill. Agent scheduled a re-read. This matter was not resolved on this call (because of pending re-read).
210.	7/1-93-MB	No Water	Y	Y	Y	Y	Y	Y	Reported no water. Agent found a nearby outage.
211.	7/2-120-MB	No Water	Y	Y	Y	Y	Y	Y	Reported no water. Agent set up a repair visit because there is no information on an outage in the area.
212.	7/2-49-MB	Waste	Y	Y	Y	Y	Y	Y	Reported sewage in the home. Agent set up an emergency dispatch.
213.	7/2-30-MB	No Water	Y	Y	Y	Y	Y	Y	Reported no water. Agent said a main break nearby is the cause.
214.	7/2-128-MB	Billing	Y	Y	Y	Y	Y	Y	Customer received two bills. Agent explained each.
215.	7/2-36-MB	No Water	Y	Y	Y	Y	Y	Y	Reported no water. Agent said a water main break nearby is the culprit. Agent also set up a payment arrangement plan.
216.	7/6-100-MB	Other	Y	Y	Y	Y	Y	Y	Question regarding a negative entry on his credit report from Aqua. Agent found nothing in the current account and no record of prior one. Agent provided information and said she "did all she could." This matter was not resolved on this call (because customer's stated intent to do more research and call back).
217.	7/6-197-MB	Billing	Y	Y	Y	Y	Y	Y	Question regarding receipt of payment and amount owed. Agent provided the information.
218.	7/6-193-MB	Billing	Y	Y	Y	Y	Y	Y	Question regarding a past due bill. Agent provided the information.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log									
	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
219.	7/6-16-MB	Other	Y	Y	Y	Y	Y	Y	Customer called to ask about follow-up work on a repair and says Aqua repaired a main in their yard last week and left a 60 inch hole uncovered. At the time of the repair, customer was told "some-one will call you about the hole," and no one called. Agent found tech notes that state that the "hole was filled." Customer states that he is the owner of the property, and calling on behalf of the occupant, he had not personally seen the hole. This matter was not resolved on this call (because customer said he would check it out and call Aqua again, if necessary).
220.	7/6-238-MB	Billing	Y	Y	Y	Y	Y	Y	Question regarding a current bill, which has old and new charges on it. Agent explained it thoroughly. This matter was not resolved on this call (because customer plans to re-examine old bills).
221.	7/7-160-MB	Other	Y	Y	Y	Y	Y	Y	Question regarding a "boil" notice and base charges. Agent provided the information.
222.	7/7-139-MB	Billing	Y	Y	Y	Y	Y	Y	Question regarding a bill. Agent provided the information.
223.	7/7-86-MB	Billing	Y	Y	Y	Y	Y	Y	Question regarding a bill and payment arrangements. Agent provided the information.
224.	7/7-158-MB	Billing	Y	Y	Y	Y	Y	N	Question about a past due bill. Agent said Aqua had system issue, but has not developed an across-the-board response (credit). Agent told the customer to pay bill as is. This matter was not resolved on this call (because customer will not be happy until credit is issued).
225.	7/7-1-MB	Billing	Y	Y	Y	Y	Y	Y	Question regarding a receipt of payment and a late fee. Agent provided the information.
226.	7/8-86-MB	Billing	Y	Y	Y	Y	Y	Y	Question regarding a 5 times the normal bill. Agent reviewed three to four bills, suspected leaks, and also told customer how to self-check. Customer will check and call back.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
227.	7/8-204-MB	Other	Y	Y	Y	Y	Y	N	Auto-draft issue. Aqua pulled an unauthorized amount. Customer fears overdrafts. Agent found that Aqua's payment "notes" do not match up with their "confirmation" data with Western Union. Agent said she "cannot find a way to fix this" since the draft had already been made. Aqua supervisor was consulted, but didn't join the call. Supervisor's proposed solution was to authorize credit allowances for bank fees incurred, if any. Customer flatly rejected it and demanded to speak to the supervisor. No resolution on this call. The call terminated during wait time (not sure if customer hung-up or if the call dropped as a result of failed call transfer). This call was greater than 38 minutes long with lots of hold times. Customer seemed OK with hold times. Although this matter was unresolved, the agent did a good job of managing a very angry customer.
228.	7/8-67-MB	No Water	Y	Y	Y	Y	Y	Y	Question regarding a pending reconnection. Agent provided the information.
229.	7/8-185-MB	Billing	Y	Y	Y	Y	Y	Y	Question regarding a past due amount. Agent provided the information.
230.	7/8-129-MB	No Water	Y	Y	Y	Y	Y	Y	Agent took a partial payment and checked on reconnection.
231.	7/9-97-MB	Billing	Y	Y	Y	Y	Y	Y	Question regarding a past due amount. Agent provided the information.
232.	7/9-123-MB	Billing	Y	Y	Y	Y	Y	Y	Question regarding a \$2300 bill. Agent set up a tech visit for a meter test. Also verified that auto-draft arrangement is off. This matter was not resolved on this call (because of pending work). ** See entry 7/10-97 for follow up **
233.	7/9-69-MB	Billing	Y	Y	Y	Y	Y	Y	Question regarding a high bill. Customer alleges the electronic meters are faulty and asks for a phone number of a local manager since Aqua previously said "meter OK." Agent provided the information.
234.	7/9-148-MB	No Water	Y	N	Y	N	Y	Y	Question regarding a reconnection. Agent explained that Aqua re-billed this account using actual readings. Customer willing to pay under protest but suspects bad readings led to high bill. Agent asked customer to check the meter while on this call to compare with Aqua's very recent reading. However, the agent was unable to reach any conclusion. This matter was not resolved on this call (because the agent ended up telling the customer he'd have to call them back).
235.	7/9-65-MB	Other	Y	Y	Y	Y	Y	Y	Question regarding a repair request. Customer called Aqua three days ago and there was no response yet. Agent said they're coming today.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log									
	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
236.	7/10-2-MB	Other	Y	Y	Y	Y	Y	Y	Reporting damaged facility and an account inquiry. Agent scheduled repair and provided the account information.
237.	7/10-97-MB	Billing	Y	Y	Y	Y	Y	Y	Question regarding a \$2300 bill. Agent said that meter was fine, but that an internal billing issue was fixed, resulting in a \$2500 adjustment. Customer was extremely happy to have a credit balance. ** By coincidence, entry 7/29-123 above was the same customer **
238.	7/10-172-MB	Other	Y	Y	Y	Y	Y	Y	Reporting damaged facility. Agent scheduled a repair.
239.	7/10-178-MB	Billing	Y	Y	Y	Y	Y	Y	Question regarding a bill. Agent provided the information.
240.	7/10-116-MB	Billing	Y	Y	Y	Y	Y	Y	Question regarding a bill. Requesting paying arrangements and the Agent was helpful.
241.	7/13-100-MB	Billing	Y	Y	Y	Y	Y	Y	Question regarding a bill. Not sure what to pay. Agent provided the information.
242.	7/13-6-MB	Billing	Y	Y	Y	Y	Y	Y	Question regarding a bill. 11,000 gallons billed and customer claims the house was empty. Agent suspected leak and provided the information for a self-test.
243.	7/13-164-MB	Billing	Y	Y	Y	Y	Y	Y	Question regarding a bill. Agent provided the information on a payment arrangement.
244.	7/13-90-MB	Other	Y	Y	Y	Y	Y	Y	Reporting meter is installed incorrectly. Agent scheduled a repair.
245.	7/13-222-MB	Other	Y	Y	Y	Y	Y	Y	Line flushing activity is flooding the yard. Agent scheduled a repair.
246.	7/14-219-MB	Billing	Y	Y	Y	Y	Y	Y	Question regarding a bill identical with the last month. Agent scheduled a re-read.
247.	7/14-113-MB	Other	Y	Y	Y	Y	Y	Y	Gate access needed to read the meter. Agent scheduled a re-read.
248.	7/14-144-MB	Billing	Y	Y	Y	Y	Y	Y	Question regarding a bill which has eight month's of usage on a single bill. Agent admitted Aqua charged base charge only with no usage, and going forward will be billing base and usage. Agent explained and set up payments.
249.	7/14-222-MB	Other	Y	Y	Y	Y	Y	Y	Question regarding a meter test. Agent said the "bench test failed" and a letter to that effect was mailed yesterday. In addition, a credit was coming. Aqua will calculate it and call. Agent also stopped auto-draft for now. Aqua supervisor told agent to put a "hold" on the account until it is straightened out. Customer was happy for now, but this matter was not resolved on this call.
250.	7/14-110-MB	Billing	Y	Y	Y	Y	Y	Y	Question regarding a bill. Agent explained the high bill and the base rates. Customer OK.
251.	7/15-75-MB	No Water	Y	Y	Y	Y	Y	Y	Customer reporting no water. Agent scheduled repair tech.
252.	7/15-109-MB	Other	Y	Y	Y	Y	Y	Y	Customer reporting a line break. Agent scheduled repair tech.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log									
	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
253.	7/15-30-MB	No Water	Y	Y	Y	Y	Y	Y	Customer reporting no water. Agent said a line break was nearby.
254.	7/15-17-MB	Billing	Y	Y	Y	Y	Y	Y	Question regarding a greater than \$400 bill. Agent determined that this bill was intended for the prior occupant and advised the customer on bill payment.
255.	7/ 15-93-MB	Waste	Y	Y	Y	Y	Y	Y	Raw sewage in yard. Agent scheduled a site visit.
256.	7/16-208-KB	Billing	Y	Y	Y	Y	Y	Y	Questions regarding late fees and the rate increase. Company representative to check the meter.
257.	7/16-68-KB	Billing	Y	Y	Y	Y	Y	Y	Question about garbage collection (Aqua apparently bills on behalf of garbage collection company).
258.	7/16-154-KB	Billing	Y	Y	Y	Y	Y	Y	Partial payment of amount due by phone.
259.	7/16-41-KB	Billing	Y	Y	Y	Y	Y	Y	Question regarding a shut-off notice for non-payment. Partial payment plan arranged.
260.	7/16-9-KB	Billing	Y	Y	Y	Y	Y	Y	Question about a billing date and change of a name on the account owing to death of spouse.
261.	7/17-89-KB	Other	Y	Y	Y	Y	Y	Y	Change of address.
262.	7/17-186-KB	Other	Y	Y	Y	Y	Y	Y	Customer seeking information on how to read the meter.
263.	7/17-201-KB	Billing	Y	Y	Y	Y	Y	Y	Customer question regarding the amount owed.
264.	7/17-120-KB	Other	Y	Y	Y	Y	Y	Y	Question regarding a boil water notice.
265.	7/17-4-KB	Other	Y	Y	Y	Y	Y	Y	Customer questioning increase in use of 800-1200 gallons. CSR advises customer how to check for leaks, checks account history and reports fluctuations of this amount have occurred previously.
266.	7/20-142-KB	Billing	Y	Y	Y	Y	Y	Y	Reconnection issues. Roommate failed to pay half of the bill and moved out, leading to the disconnection of service.
267.	7/20-150-KB	Billing	Y	Y	Y	Y	Y	Y	Customer charged for previous balances and late fees on property not served by Aqua. Company eliminated improper charges.
268.	7/20-198-KB	Billing	Y	Y	Y	Y	Y	Y	Customer recently unemployed and seeking a payment plan.
269.	7/20-220-KB	Billing	Y	Y	Y	Y	Y	Y	Customer received a bill, which she believes indicates she is on a direct debit payment plan that she does not remember signing up for. CSR reports Aqua computer system is down and he will call her back when he is able to retrieve the account information.
270.	7/20-199-KB	Other	Y	Y	Y	Y	Y	Y	Customer establishing a payment plan to avoid disconnection.
271.	7/21-188-KB	Other	Y	Y	Y	Y	Y	Y	Telephonic late payment to avoid disconnection.
272.	7/21-211-KB	Other	Y	N	Y	Y	Y	Y	Customer received a shut-off notice for non-payment and is seeking a payment arrangement. CSR unaware of payment locations (or lack thereof) in Florida.
273.	7/21-326-KB	Other	Y	Y	Y	Y	Y	Y	Customer questions the water usage on a bill after receiving a new meter.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log									
	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
274.	7/21-268-KB	Other	Y	Y	Y	Y	Y	Y	Initiation of service.
275.	7/21-25-KB	Billing	Y	Y	Y	Y	Y	Y	Customer concerned about excessive water usage. CSR finds traditional spike in usage annually at this time, meter has been tested twice and found to be accurate. CSR to initiate call back from supervisor.
276.	7/22-55-KB	Billing	Y	Y	Y	Y	Y	Y	Question about arrival time of the bill.
277.	7/22-37-KB	Billing	Y	Y	Y	Y	Y	Y	Question about past due charges verses the current bill and timing of the shut-off notice.
278.	7/22-21-KB	Other	Y	Y	Y	Y	Y	Y	Discontinuation of service.
279.	7/22-84-KB	Billing	Y	Y	Y	Y	Y	Y	Discrepancy between the billing address and the service address resulted in past due charges.
280.	7/22-199-KB	Other	Y	Y	Y	Y	Y	Y	Caller reporting elderly neighbor's water is disconnected. CSR to send service representative to address.
281.	7/23-1-KB	Other	Y	Y	Y	Y	Y	Y	Customer questions water usage on the bill. Dwelling not currently occupied. CSR to send a representative to check the meter.
282.	7/23-50-KB	Other	Y	Y	Y	Y	Y	Y	Customer received a shut-off notice after having insufficient funds on a check sent to have service restored. Customer provided debit card number.
283.	7/23-238-KB	Other	Y	Y	Y	Y	Y	Y	Initiation of service.
284.	7/23-218-KB	Other	Y	Y	Y	Y	Y	Y	Customer receiving sewer service at a rental property at which no account was established.
285.	7/23-91-KB	Other	Y	Y	Y	Y	Y	Y	Change of billing address on the account.
286.	7/24-99-KB	Other	Y	Y	Y	Y	Y	Y	Initiation of service.
287.	7/24-123-KB	Other	Y	Y	Y	Y	Y	Y	Arrangement of an electronic payment to avoid service interruption.
288.	7/24-76-KB	Other	Y	Y	Y	Y	Y	Y	Rescheduling of service initiation.
289.	7/24-389-KB	Billing	Y	Y	Y	Y	Y	Y	Customer questioning a higher than average bill. CSR notes the meter recently changed but can not determine why. CSR will call the customer back with an explanation.
290.	7/24-223-KB	Billing	Y	Y	Y	Y	Y	Y	Payment arrangement to have the service restored.
291.	7/27-1-KB	Other	Y	Y	Y	Y	Y	Y	Customer reports leak in a pipe.
292.	7/27-332-KB	Billing	Y	Y	Y	Y	Y	Y	Customer making a partial payment to avoid service termination.
293.	7/27-289-KB	Other	Y	Y	Y	Y	Y	Y	Customer making a partial payment by phone.
294.	7/27-65-KB	Other	Y	Y	Y	Y	Y	Y	Customer dissatisfied with the company policy requiring 25% of the balance due in order to gain an extension of time after receiving a shut-off notice. Customer extremely upset, cursed at CSR, and used racial epithets.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
295.	7/27-12-KB	Other	Y	Y	Y	Y	Y	Y	Customer calling to obtain the account balance.
296.	7/28-10-KB	Other	Y	Y	Y	Y	Y	Y	Change of billing address attributable to transfer of ownership.
297.	7/28-129-KB	Billing	Y	Y	Y	Y	Y	Y	Customer questions regarding the final bill at a previous address.
298.	7/28-20-KB	Billing	Y	Y	Y	Y	Y	Y	Customer making arrangements to pay past due balance by phone.
299.	7/28-93-KB	Billing	Y	Y	Y	Y	Y	Y	Customer has a question about the balance due.
300.	7/28-38-KB	Other	Y	Y	Y	Y	Y	Y	Customer questions usage on a water bill while not in residence. CSR to send a technician to verify the reading.
301.	7/29-124-KB	Other	Y	Y	Y	Y	Y	Y	Customer questions the status of a check sent to pay the bill.
302.	7/29-69-KB	Billing	Y	Y	Y	Y	Y	Y	Customer questions the disconnection of service for non-payment.
303.	7/29-216-KB	Other	Y	Y	Y	Y	Y	Y	Customer calling to determine if rate increases are pending for 2010 and 2011. Customer will seek the information on website.
304.	7/29-133-KB	Other	Y	Y	Y	Y	Y	Y	Customer's bill due the next day, customer seeks local office for a payment.
305.	7/29-140-KB	Other	Y	Y	Y	Y	Y	Y	Termination of service at customer's request at a rental property.
306.	7/30-171-KB	Other	Y	Y	Y	Y	Y	Y	Customer seeking rate tables for water service. Able to locate via Internet.
307.	7/30-190-KB	Bill	Y	Y	Y	Y	Y	Y	Customer questions usage. CSR advises records show the usage consistent with the past bills.
308.	7/30-209-KB	Other	Y	Y	Y	Y	Y	Y	Friend (?) calling to establish service for new owners.
309.	7/30-94-KB	Other	Y	Y	Y	Y	Y	Y	Customer seeking information about setting up an automatic deduction for payment of monthly bill.
310.	7/30-3-KB	Other	Y	Y	Y	Y	Y	Y	Customer called to report a leak in the "feeder" pipe for his irrigation system and requests for a Aqua representative on site, to evaluate and repair. CSR tells customer she will contact the appropriate department and have the customer contacted by an Aqua representative.
311.	7/31-177-KB	Other	Y	Y	Y	Y	Y	Y	Customer calling to reestablish automatic deduction.
312.	7/31-153-KB	Billing	Y	Y	Y	Y	Y	Y	Customer calling to determine if a payment was received to avoid a shut-off.
313.	7/31-112-KB	Other	Y	Y	Y	Y	Y	Y	Customer upset with the mail-out promotions sent by Florida Water Works soliciting water tests of Aqua's water. CSR explains the companies are unrelated.
314.	7/31-62-KB	Other	Y	Y	Y	Y	Y	Y	Customer calling to make a telephone payment to have the water service restored after discontinuance for nonpayment.
315.	7/31-57-KB	Other	Y	Y	Y	Y	Y	Y	Customer calling to have service re-established after a disconnection for nonpayment.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log									
	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
316.	8/3-7-KB	Billing	Y	Y	Y	Y	Y	Y	Customer inquiry regarding the balance due.
317.	8/3-225-KB	Billing	Y	Y	Y	Y	Y	Y	Customer inquiry regarding a high bill. CSR can not discuss this because the caller's name is not on the account.
318.	8/3-141-KB	Billing	Y	Y	Y	Y	Y	Y	Customer making a telephonic payment of a portion of the past due bill.
319.	8/3-237-KB	Other	Y	Y	Y	Y	Y	Y	Customer experiencing low water pressure. CSR to dispatch technician to the residence the same day.
320.	8/3-48-KB	Billing	Y	Y	Y	Y	Y	Y	Customer making a telephonic payment.
321.	8/4-203-KB	Other	Y	Y	Y	Y	Y	Y	Landlord calling to have the name on the account changed back after tenant's departure.
322.	8/4-212-KB	Other	Y	Y	Y	Y	Y	Y	Customer seeks an explanation of base facility charge.
323.	8/4-89-KB	Other	Y	Y	Y	Y	Y	Y	Customer inquiring about the extent of Aqua's service territory.
324.	8/4-48-KB	Billing	Y	Y	Y	Y	Y	Y	Customer calling to pay a bill with a credit card.
325.	8/4-190-KB	Other	Y	Y	Y	Y	Y	Y	Customer calling to confirm Aqua's receipt of paperwork of payment and to have service reconnected.
326.	8/5-188-KB	Other	Y	Y	Y	Y	Y	Y	Customer calling to confirm the correct name on the account.
327.	8/5-39-KB	Other	Y	Y	Y	Y	Y	Y	Tenant calling to establish a service in their name.
328.	8/5-175-KB	Other	Y	Y	Y	Y	Y	Y	Customer calling to determine if Aqua is providing water in addition to sewer.
329.	8/5-21-KB	Other	Y	Y	Y	Y	Y	Y	Customer calling to terminate service.
330.	8/5-178-KB	Billing	Y	Y	Y	Y	Y	Y	Customer calling to make payment arrangements for a service reconnection.
331.	8/6-57-KB	Other	Y	Y	Y	Y	Y	Y	Customer inquiry regarding a service availability.
332.	8/6-145-KB	Other	Y	Y	Y	Y	Y	Y	Customer inquiry about discolored water. CSR issues priority service order.
333.	8/6-92-KB	Billing	Y	Y	Y	Y	Y	Y	Customer called to pay a bill by phone.
334.	8/6-160-KB	Billing	Y	Y	Y	Y	Y	Y	Customer inquiry regarding a high bill. CSR reports a leak adjustment was made but the account remains in arrears.
335.	8/6-41-KB	Billing	Y	Y	Y	Y	Y	Y	Customer calling to pay a bill and have the service restored.
336.	8/7-186-KB	Other	Y	Y	Y	Y	Y	Y	Customer calling to have service initiated.
337.	8/7-92-KB	Other	Y	Y	Y	Y	Y	Y	Customer calling to have the name on the account changed.
338.	8/7-146-KB	Billing	Y	Y	Y	Y	Y	Y	Telephonic payment of past due balance.
339.	8/7-75-KB	Other	Y	Y	Y	Y	Y	Y	Initiation of service.
340.	8/7-55-KB	Other	Y	Y	Y	Y	Y	Y	Transfer of the account to new tenant.
341.	8/10-129-KB	Billing	Y	Y	Y	Y	Y	Y	Customer inquiry regarding reconnection charges.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log									
	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
342.	8/10-39-KB	Other	Y	Y	Y	Y	Y	Y	Customer called to report low water pressure. CSR to issue order and have Aqua tech respond to residence.
343.	8/10-152-KB	Other	Y	Y	Y	Y	Y	Y	Customer inquiry regarding discolored water. Tech has been to the site on August 3, but reported no results to customer. CSR to send second tech to the residence and report the results to the customer.
344.	8/10-86-KB	Billing	Y	Y	Y	Y	Y	Y	Customer reports a high bill attributable to a leak. After repairing the leak, customer seeks a leak adjustment.
345.	8/10-235-KB	Billing	Y	Y	Y	Y	Y	Y	Customer inquiry regarding the upcoming billing cycle.
346.	8/11-100-KB	Other	Y	Y	Y	Y	Y	Y	Customer terminating service.
347.	8/11-125-KB	Other	Y	Y	Y	Y	Y	Y	Charity calling to pay a bill on behalf of an account holder to have service restored.
348.	8/11-50-KB	Billing	Y	Y	Y	Y	Y	Y	Customer received a bill for five months of service. Meter showed no usage for three consecutive months prompting rebilling. Payment plan established.
349.	8/11-145-KB	Other	Y	Y	Y	Y	Y	Y	Initiation of service for new home.
350.	8/11-17-KB	Other	Y	Y	Y	Y	Y	Y	Customer inquiry regarding the billing cycle.
351.	8/12-1-KB	Other	Y	Y	Y	Y	Y	Y	Caller looking for a specific service manager of operations at Aqua. CSR can not locate an employee by the name given by the caller.
352.	8/12-190-KB	Other	Y	Y	Y	Y	Y	Y	Customer inquiry regarding the payment of a previous account.
353.	8/12-107-KB	Other	Y	Y	Y	Y	Y	Y	Establishment of new service.
354.	8/12-164-KB	Billing	Y	Y	Y	Y	Y	Y	Customer asks if CSR can provide the check number of a previous payment.
355.	8/12-84-KB	Other	Y	Y	Y	Y	Y	Y	Initiation of service for a new account.
356.	8/13-138-KB	Billing	Y	Y	Y	Y	Y	Y	Customer inquiry regarding the fluctuations of bills and requests an actual reading of the meter instead of estimates.
357.	8/13-20-KB	Other	Y	Y	Y	Y	Y	Y	Customer inquiry regarding the sufficiency of pressure for a propane water heater.
358.	8/13-94-KB	Billing	Y	Y	Y	Y	Y	Y	Customer believes a leak is responsible for higher than normal usage. CSR to send Aqua tech to check for meter leakage.
359.	8/13-46-KB	Other	Y	Y	Y	Y	Y	Y	Initiation of service.
360.	8/13-125-KB	Other	Y	Y	Y	Y	Y	Y	Customer inquiry regarding the location to pay a bill in person.
361.	8/14-3-KB	Billing	Y	Y	Y	Y	Y	Y	Customer concerned about a high bill attributable to sporadic high usage readings. Customer requests a new meter.
362.	8/14-151-KB	Billing	Y	Y	Y	Y	Y	Y	Customer inquiry regarding the high sewer bill. CSR explains the base facility charges for water and sewer.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
363.	8/14-184-KB	Billing	Y	Y	Y	Y	Y	Y	Customer concerned with a high bill. CSR explained the bill is for two months as previous month's bill is delinquent.
364.	8/14-40-KB	Other	Y	Y	Y	Y	Y	Y	Customer calling to report low water pressure followed by no water. CSR to send tech to the residence.
365.	8/14-132-KB	Billing	Y	Y	Y	Y	Y	Y	Caller seeks a reconnection of service.
366.	8/17- 309-BH	Billing	Y	Y	Y	Y	Y	Y	Customer was upset when she called and wanted to know how much her bill was and why she always has a past due amount. CSR said her bill was \$140.69, which was her July (\$70.91) and August (\$69.78) bill combined. Customer then asked, "Is AQUA was sending me two bills at one time?" CSR said no and explained that by the time her payment is posted to her account, AQUA is sending out the next bill. The bills are overlapping. CSR asked the customer if she paid her bill of \$142.94 back in August and the customer said no, she paid \$72.03. Customer began to get loud and said she pays her bills and they are late sometimes. CSR said there's no reason to get aggravated, the numbers are not going to change. I'm trying to get you to understand why you always have a past due amount. CSR informed the customer that when she doesn't pay the entire bill, a past due amount shows up on the next bill. Customer then asks, "Well why hasn't my water ever been cut off?" CSR stated that she pays enough on the bill to keep the water from getting cut off. When the call concluded customer still did not understand her bill and rudely hung up. CSR attempted to assist customer and was courteous.
367.	8/17-217-BH	Billing	Y	Y	Y	Y	Y	Y	Customer received a "shut-off notice" but said the payment was made. CSR told the customer to disregard the notice. Payment was received by AQUA so the notice and payment had crossed in the mail.
368.	8/17-231-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to check on the balance and payments she had made. CSR checked and informed the customer that \$21.40 was due on September 2, 2009. Customer had previously paid \$92.19 and \$138.00.
369.	8/17-111-BH	Billing	Y	Y	Y	Y	Y	Y	Customer mailed in a \$200 money order and wanted to make sure AQUA had received it so her water wouldn't get cut off.
370.	8/17-91-BH	Billing	Y	Y	Y	Y	Y	Y	To avoid getting the water cut off, customer called and asked if payment (\$249.00) could be paid Thursday. CSR suggested that the customer make a down payment of \$62 to avoid cut off. Customer said she would call back tomorrow to make the down payment.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
371.	8/18-208-BH	Billing	Y	Y	Y	Y	Y	Y	Customer had called earlier and was told by CSR to pay \$90 to avoid getting the water cut off. Customer is presently at the payment station but they don't give confirmation numbers. CSR said the customer had to fax a copy of his receipt to AQUA and then gave the customer the fax number. Payment station attendant will fax receipt to AQUA.
372.	8/18-166-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to check on the past account balance (\$114) to clear the history so she could establish new service at a different address.
373.	8/18-74-BH	Billing	Y	Y	Y	Y	Y	Y	Customer received a current bill but previous money order payment of \$127.51 was not shown on the bill. CSR explained billing and that the money order and disconnect notice probably crossed in the mail. CSR suggested that the customer call back tomorrow.
374.	8/18-50-BH	Billing	Y	Y	Y	Y	Y	Y	Question on high consumption, company sending out a tech to check for leaks and to check the meter.
375.	8/18-285-BH	Billing	Y	Y	Y	Y	Y	Y	Water bill (not from AQUA) is going down, but sewer charges are increasing. CSR explained the rate structure and why providing sewer is more costly. Customer was satisfied.
376.	8/19-122-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to get the water turned back on. CSR suggested that the customer make a payment over the phone before 5:00 p.m. so AQUA will have a confirmation number.
377.	8/19-154-BH	Billing	Y	Y	Y	Y	Y	Y	Customer needed an extension on their water bill. She had been in hospital for throat surgery.
378.	8/19-130-BH	Other	Y	Y	Y	Y	Y	Y	Customer called to report a water leak at the meter.
379.	8/19/296-BH	Billing	Y	Y	Y	Y	Y	Y	Customer complained about extremely high water bill. CSR asked several questions regarding leaks in the home and suggested having a plumber come out. CSR was very helpful and courteous.
380.	8/19-244-BH	Billing	Y	Y	Y	Y	Y	Y	Customer stated that she had called several times because she is owed a credit for two months and has not received it. This problem dates back to November, 2008. CSR didn't see any notes on file. CSR will follow up with the billing office and call the customer back.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
381.	8/20/-1-BH	Billing	N	Y	Y	Y	Y	Y	Customer said she has paid bills but didn't understand why the amounts were different. CSR explained several times each amount and what and when each bill was paid. Throughout the discussion, customer asked questions, but didn't understand CSR's explanations. Although CSR was responsive and knowledgeable, toward the end of the discussion, she was very short and loud with her explanations. CSR got frustrated and said that she would have a supervisor call the customer back. Customer also asked to speak with a supervisor for assistance.
382.	8/20/-75-BH	Billing	Y	Y	Y	Y	Y	Y	Customer wanted to get the amount of a bill to pay it.
383.	8/20-206-BH	Billing	Y	Y	Y	Y	Y	Y	Customer wanted to get the amount of a bill but was rude. CRS was still very courteous.
384.	8/20-24-BH	Billing	Y	Y	Y	Y	Y	Y	Customer wanted to get the amount of a bill to pay it.
385.	8/20/58-BH	Other	Y	Y	Y	Y	Y	Y	Soon-to-be ex-wife called to report that soon to be ex-husband still resides at their former address. When the water is turned off for non-payment, he goes out and turns it back on. CSR will report information.
386.	8/21-79-BH	Billing	Y	Y	Y	Y	Y	Y	Customer was upset when she called. She and her husband are unemployed and want to know why they have to pay a water bill that was caused by a "mix-up" by AQUA. AQUA wrote a letter informing the customer that there was a 'mix-up' with their meter and a neighbor's meter. In June, an AQUA technician came out and "did something" to the meter(s) which caused customers June bill to be \$900, then July's bill was \$800 and the present August bill is \$238. Customer was put on a payment plan but the customer says a \$57.04 bill is still too high. The customer's neighbor received a credit on their bill and they also have a pool. Customer wants to know how does AQUA know it wasn't the neighbor's meter and how is it that they received a credit. Customer is having a problem with the word "mix-up". CSR gave explanations throughout the discussion but the customer wanted to speak with a supervisor. Supervisor spoke with the customer and basically said the same thing as CSR. Customer still wasn't satisfied with their explanations. She feels that she shouldn't have to pay this bill even though the meter corrected itself and the bill ended up being \$238. CSR and the supervisor apologized often and were helpful and courteous.
387.	8/21-178-BH	No Water	Y	Y	Y	Y	Y	Y	Customer called to say that there is no water flowing through his home. CSR said there is a busted pipe at the water plant. Service would be restored after a few hours.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
388.	8/21/-158-BH	Poor Water Quality	Y	Y	Y	Y	Y	N	Company was to replace a well in two weeks and hadn't done it. Water tastes awful. Customer has been buying bottled water and that's getting expensive.
389.	8/21-2-BH	Billing	Y	Y	Y	Y	Y	Y	Customer continuing to receive bills on a property that was foreclosed on. Customer did not terminate account prior to foreclosure, therefore Aqua continues to bill. CSR advised customer that if appropriate paperwork is provided, Aqua will rescind bills from the date the customer vacated premises.
390.	8/21-227-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called after receiving a high bill and asked if she had missed paying a bill between her last bill and this one. CSR responded by saying "yes". Customer said she never received a bill. Customer said she didn't want her water cut off and wanted to pay only the past due amount plus the service fee. Customer paid with a check and received a confirmation number.
391.	8/24-159-BH	Billing	Y	Y	Y	Y	Y	Y	Customer is heading up to Pennsylvania and wanted to make sure her account was in order with the correct mailing address and that the account is in her name, etc.
392.	8/24-104-BH	Billing	Y	Y	Y	Y	Y	Y	Customer no longer has a financial manager and wanted to get his accounts straight.
393.	8/24-129-BH	Billing	Y	Y	Y	Y	Y	Y	Customer received a regular bill and a final bill. Someone had called and requested that his service be disconnected. CSR re-established his account.
394.	8/24-120-BH	Other	Y	Y	Y	Y	Y	Y	Customer called to report standing water around and on the meter with the ground sinking, as well. Company came out a while back and filled the hole with dirt but water has washed the dirt away and the problem has returned. CSR will send in a work order to have it checked out.
395.	8/24-222-BH	Billing	Y	Y	Y	Y	Y	Y	Customer had pool installed a while back and took advantage of the one time (free) water usage fee to have the pool filled and now had a hot tub installed and wants to take advantage of that same fee. CSR suggested that she call Sewage Department. Customer said it was handled through Billing and wanted to speak with a supervisor. One was not available, so customer became irate but left her number for someone to call her back the next day.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log									
	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
396.	8/25-6-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called regarding the base charge, which is usually \$25 if he doesn't use more than 8,500 gallons of water but current bill shows \$41. CSR explained if the billing cycle is more than 30 days, the rate is prorated and the consumption charge. It is not the same base charge. During the brief discussion, CSR understood the customer logic and the customer understood the CSR's explanation. In the end, the customer wanted the direct number for the CSR, because if he had other questions, he wanted to speak with him only.
397.	8/25-249-BH	Poor Water Quality	Y	Y	Y	Y	Y	Y	Water is cloudy. Service Department is on the scene flushing the lines. Water should be clear shortly. Oxygen causes cloudiness.
398.	8/25-10-BH	No Water	Y	Y	Y	Y	Y	Y	Water outage in area. Service will be restored shortly.
399.	8/25-193-BH	Billing	Y	Y	Y	Y	Y	Y	Customer is due to be cut off today. Daughter is talking for mother; (actual account holder) \$284.00 is owed but \$80 is offered. CSR says in order to defray cut-off, \$109 has to be paid before 5 pm. Customer said the money will be paid.
400.	8/25-320-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to report a "miss-read" of his meter. Bill reads 175,000 gallons used. Customer read his meter and it read 17,240 gallons. CSR made an adjustment on the customers bill.
401.	8/26-110-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to say the bill was too high and asked why the bill is \$30 higher than the last bill. It has been raining and she hasn't watered her flowers or lawn. It's just two people in the house and they take baths every other day. Customer became irate and rude but CSR maintained her composure. CSR explained and answered questions, but customer was not satisfied and told CSR, "Thanks for nothing!"
402.	8/26-94-BH	Billing	Y	Y	Y	Y	Y	Y	Daughter-in-law called to report that mother-in-law who suffers from Alzheimer's receives disconnect notices at her door and gets really upset when she sees the notices. She pays her bills and is presently current. CSR was very apologetic and could not give a reason for the notices being sent.
403.	8/26-24-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to dispute water usage (17,200 gallons). CSR will submit a work order for a service person to go out and check the meter. It was explained that if the reading is correct, customer will be responsible for the bill. Customer said ok.
404.	8/26-63-BH	Poor Water Quality	Y	Y	Y	Y	Y	Y	Customer called to follow-up on a service person's visit because the water is orange and regarding his ruined clothes that were washed. CSR stated that an emergency service order had been submitted and she would also send something to remove the orange color from the customers clothes. Service person should arrive soon.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
405.	8/26-91-BH	Billing	Y	Y	Y	Y	Y	Y	A Hardee County official with Planning and Zoning canvassed a neighborhood and wanted to know why this community's bills were high. Hardee County is the poorest county in the state of Florida. It's as if the bills quadrupled. CSR stated that a 50% rate increase was approved by the PSC. What were the figures? Base rate went from \$16.55 - \$34.49/ \$2.75 per 1,000 gal. of water increased to \$3.84 per 1,000 gal. County official says rates are ridiculously high and a board meeting will be held at the Courthouse to discuss this and other issues and requested that the Aqua representatives be present. CSR was helpful and courteous. County official said he knew it wasn't CSR's fault.
406.	8/27-112-BH	Billing	Y	Y	Y	Y	Y	Y	A Social Services Representative called to get the amount of the a bill for a client. Representative will mail in a check for the past due amount.
407.	8/27-85-BH	Billing	Y	Y	Y	Y	Y	Y	Customer received a voice mail message to call Aqua billing; message said that the customer's water was due to be off in a few days. (customer was rude and sarcastic.) Customer asked CSR, "Don't you think I know that?" "I have to take care of one thing at a time." Customer had someone come out and check her meter. There is a leak but the person didn't know where. CSR offered a payment arrangement of \$98 for four months which the customer accepted but didn't have \$98. Customer said she couldn't do that; she said, "I guess I'll be sitting in the dark with no water because I don't have electric bill money either." CSR was courteous and helpful during the entire conversation.
408.	8/27-30-BH	Poor Water Quality	Y	Y	Y	Y	Y	Y	Customer called two days ago with no results. Called again to say water was light yellow and now it is gray and she is doing laundry. CSR stated that the company was flushing the lines and would be doing so for the entire week.
409.	8/27-17-BH	Other	Y	Y	Y	Y	Y	Y	While customer was away a water main burst under his driveway. Aqua came out and made repairs but didn't repair it like it was before. CSR submitted a service order to have a company representative go out and meet with the customer.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
410.	8/27-142-BH	Billing	Y	Y	Y	Y	Y	Y	Customer wrote a letter explaining that he couldn't possibly use 2,900 gallons of water and to discuss the high bill. He's retired, a widower, lives alone, doesn't have a dishwasher, doesn't use a sprinkler and his current bill is \$263.95. Customer called a plumber; he dug out weeds and dirt and the customer paid him \$265.00. Next bill still came in high. Customer called a Roto Rooter representative who came out and dug a ditch (dirt, grass, weeds) and said there was a leak in the pipe under ground. Customer paid him \$700. CSR put the customer on a payment arrangement, requested that the customer send a letter and a copy of all the receipts to Aqua and submitted a service order to have the leak checked.
411.	8/28-64-BH	Billing	Y	Y	Y	Y	Y	Y	Customer moved away from Florida and presently lives in Michigan. She received a bill for \$81.60 then received another bill for \$853.69 (?) CSR looked up the account and noticed there was an increase in usage and the customer became irate . . . "there is no way my bill increased that much . . . I didn't do anything different . . . my bills have always been in the \$70s and \$80s . . . I moved on the tenth and requested that the water be cut off on the eleventh." CSR will submit a work order to investigate the problem. Customer was adamant, "I will pay the \$81.60, but not the \$800 bill!" CSR was courteous during entire conversation.
412.	8/28-43-BH	Other	Y	Y	Y	Y	Y	Y	Customer called to speak to a specific supervisor regarding information recently faxed. Customer was transferred to a supervisor, who checked for a fax and said it had not yet arrived but would call the customer back when the paperwork arrives.
413.	8/28-83-BH	Billing	Y	Y	Y	Y	Y	Y	Customer made a payment of \$52 one week then received another bill the following week for \$60 and his water was to be cut off. Customer stated he can not continue to pay a bill every week. CSR stated that \$52 was not enough to bring his bill to current status. CSR offered options to assist and the customer used a credit card to pay \$78.17 to keep the service from being discontinued.
414.	8/28-100-BH	Other	Y	Y	Y	Y	Y	Y	Customer owns a company and vacated the building on June 24, but was still paying rent and wanted to disconnect the water since no one is renting the building. CSR handled the request courteously and customer was satisfied.
415.	8/28-224-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to cancel service July 7 and continues to receive a bill for that address. CSR told the customer to disregard any bills because he hasn't received the final bill and apologized for the inconvenience.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
416.	8/31-26-BH	Billing	Y	Y	Y	Y	Y	Y	Customer moved from the location on May 26 and paid a bill June 2 for \$73.35 then received a bill for \$39.44. CSR explained the usage dates and amounts and the customer understood. Customer wanted to pay the bill and CSR offered payment over the phone but when the customer found out there was a fee of \$3.20 plus the bill, she decided to mail it in.
417.	8/31-30-BH	Billing	Y	Y	Y	Y	Y	Y	Customers water was cut off for non-payment and the amount was due September 2. There is still a past amount due. CSR told the customer that the water could be turned back on for a lesser amount. Customer will pay on-line and will call CSR back with the confirmation number to avoid another cut off.
418.	8/31/33-BH	No water	Y	Y	Y	Y	Y	Y	Customer called to say that her water is off. CSR checked and found that the entire town is affected. There was a water line break and service persons were working to restore service. When the water is restored, customers must boil water before using.
419.	8/31-135-BH	Billing	Y	Y	Y	Y	Y	Y	Customer made a payment and received a shut-off notice. CSR explained to the customer regarding the months, the usage, the payments, and how they were applied. Customer still owed a balance due and it should be paid by September 2.
420.	8/21-227-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called after receiving a high bill and asked if she had missed paying a bill between her last bill and this one. CSR responded by saying "yes". Customer said she never received a bill. Customer said she didn't want her water cut off and wanted to pay only the past due amount plus the service fee. Customer paid with a check and received a confirmation number.
421.	9/1-2-LK	Other	Y	Y	Y	Y	Y	Y	Customer called to find out if the company provides service to a specific property.
422.	9/1-207-LK	Billing	Y	Y	Y	Y	Y	Y	Customer called to verify a payment posted.
423.	9/1-255-LK	Billing	Y	Y	Y	Y	Y	Y	Shut-off notice received. Customer asking for additional time to pay. Customer also asked about making payments via the web.
424.	9/1-112-LK	No Water	Y	Y	Y	Y	Y	Y	Water was shut off and the customer wants a reconnection the same day. Customer frustrated because she was told different things regarding when her service could be reconnected. CSR explained that it would be tomorrow before it could be done and the prior CSR did try to get it done the same day but could not. Customer was upset, she has three small children at home.
425.	9/1-51-LK	Other	Y	Y	Y	Y	Y	Y	Caller trying to get information for her community of 1500. Caller did not have an address or account number. CSR attempted to locate an account based on the community name but was unsuccessful. Caller trying to report water quality issue.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
426.	9/2-117-LK	Other	Y	Y	Y	Y	Y	Y	Customer received call from AUF regarding connection of service. Something in "open" position in home so service not yet started. Service tech will be back out later today to work with the customer.
427.	9/2-69-LK	Other	N	Y	Y	Y	Y	Y	Customer called to see when the water will be back on after disconnection. When spouse called yesterday, they were told it could be turned on same the day and it was not. Customer is angry that the neighbors water was turned on yesterday but not his. CSR explained she could not talk about the neighbors account with him. Water will be turned on today between 8 and 5. Customer is irate and asked for a manager. CSR asked why he needed to talk with a manager, who would tell him the same thing she did. CSR placed the customer on hold then got back on the line and informed the customer that no manager was available. Customer and CSR went back and forth. CSR lost temper. Customer very belligerent regarding talking to a manager NOW. CSR placed the customer back on hold to see if a manager was now available, call terminated not sure why.
428.	9/2-72-LK	Billing	Y	Y	Y	Y	Y	Y	Customer out of town for three weeks and billed for 18,000 usage for the one week he was home. Meter was checked in the past. Customer upset about the high costs in general. A service call was scheduled to have the meter read again.
429.	9/2-160-LK	Billing	Y	Y	Y	Y	Y	Y	Customer mailed a payment but not yet received and is pending a disconnection. Paid minimum over the phone with a credit card to avoid a disconnect. CSR very patient.
430.	9/2-38-LK	Other	Y	Y	Y	Y	Y	Y	Customer calling to obtain a fax number to submit the paper work for a new account.
431.	9/3-1-BH	Billing	N	Y	Y	Y	N	N	Customer received a bill and was assessed a late fee of \$10 for \$.32 from her previous bill. Customer has never been late; pays her bills on time; been a customer for over 20 years and asked that the \$10 be waived. CSR said there was nothing she could do and asked for the customer's number. CSR will have her supervisor call the customer. Customer was upset. CSR's voice tone and attitude was not pleasant.
432.	9/3-180-BH	Other	Y	Y	Y	Y	Y	Y	Customer had made arrangements through the US Post Office to have all of her mail, including Aqua's bill, transferred to her address in North Carolina. Aqua's bill had the incorrect spelling of the customers name and the Post Office returned the bill and the customers water was turned off. CSR made corrections in the system and completed an emergency work order to have water turned back on ASAP.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
433.	9/3-85-BH	Billing	Y	Y	Y	Y	Y	Y	Customer has financial difficulties and needs assistance with her bill. CSR set up payment arrangements and the customer will have to pay \$35.59 over four months along with the actual bill and the bill will have to be on time.
434.	9/3-111-BH	No Water	Y	Y	Y	Y	Y	Y	Customer owns a property that was vacated by the previous tenant and a new tenant has moved in and wants the water turned on. CSR stated that the new tenants will have to fax information and the water would be turned on in two days. Customer was concerned that the family wouldn't have water for two whole days. CSR gave the customer his direct number and told the customer to fax the information to him and he would put a rush order for the water to be turned on ASAP.
435.	9/3-161-BH	No Water	Y	Y	Y	Y	Y	Y	Customer arrived home and the water was off. CSR stated that a serviceman had been out, turned the water on and noticed the meter running, indicating that a faucet was running inside the house. He turned the water off. CSR asked if someone would be at home. Customer had to return to work but would turn off all the faucets. CSR will put in an order to have a service person return to turn the water back on.
436.	9/4-93-KB	Other	Y	Y	Y	Y	Y	Y	Customer called to confirm receipt of a payment.
437.	9/4-145-BH	Billing	Y	Y	Y	Y	Y	Y	Irate customer's water is off. She paid the bill yesterday and wanted the water back on today. She has children in the house. CSR said that the payment had been received but could not tell her when the water would be turned back on. Customer continued to complain about the water being turned back on then asked for the amount of her next bill and CSR continued to be courteous and gave her the amount.
438.	9/4-43-BH	Billing	Y	Y	Y	Y	Y	Y	Customer returned home from vacation, water was off and wanted to do whatever she needed to do to get it back on. CSR gave her the amount and the customer paid it with a credit card.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
439.	9/4-77-BH	Billing	Y	Y	Y	Y	Y	Y	Customer moved into a house and faxed over required information to have service changed into her name. Customer received a bill for \$1,000 which was left by the former tenant and the customer called AQUA. CSR informed the customer that there was no record of her information in the system and the customer re-faxed the information. Customer called AQUA again to inquire about the bill. CSR informed the customer that there was no information in the system for her. Water was cut off and customer called. Customer called again and was told the same thing, no record. CSR asked a fourth time for customer to fax the information directly to him and he would make sure the information was received. Customer was very pleasant and was understanding and thanked CSR for the help.
440.	9/4-32-BH	Billing	Y	Y	Y	Y	Y	Y	Customer wanted to change the mailing address and wanted to know the least amount she could pay to keep the water on.
441.	9/8-218-BH	Billing	Y	Y	Y	Y	Y	Y	Customer received cut off notice and wanted to pay bill but had only money orders. Customer doesn't have a car. CSR informed customer she could pay the bill in Sarasota at the Sun Check Cashiers. Customer said the business won't take money orders and she lives too far away from Sarasota. CSR suggested cashing the money orders. Customer says there is a fee to cash money orders and she wasn't paying it. After going around and around, CSR put a note in the record that customer will put the money orders in the mail today so her water won't get cut off.
442.	9/8-76-BH	Billing	Y	Y	Y	Y	Y	Y	Customer wanted to pay her bill on line but didn't want to pay \$3.20 processing fee. CSR suggested to the customer to mail the bill. Customer didn't want to spend \$.40+ for postage. CSR suggested paying at a location. Customer said that she lived 60 miles away and said CSR was being unreasonable and not being very nice to her. CSR finally told her that she didn't have to pay the \$3.20 fee.
443.	9/8-92-BH	Billing	Y	Y	Y	Y	Y	Y	Irate customer called wanting to know "what in the hell was going on with his bill" and after complaining gave CSR a new billing address. Customer received a bank statement and an item was returned because there was no money in the account to cover the checks. As customer argued with CSR, he figured out what was wrong and thanked CSR for his help. The account belongs to his mother and he will now take responsibility for her bill.
444.	9/8-2-BH	Billing	Y	Y	Y	Y	Y	Y	Customer wanted to confirm that the account was terminated on August 11 and that the final bill amount was drafted from her account. CSR stated that account was terminated on August 11 and showed a zero balance.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
445.	9/8-141-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called and asked when was AQUA going to debit his account for his bill. CSR stated that current bill wasn't due until September 9. Customer opened a new bank account and wanted to confirm that there was no money in the old account. CSR was very patient even though the customer was rude.
446.	9/9-2-BH	Other	Y	Y	Y	Y	Y	Y	Customer continues to receive a bill although the customer is going through foreclosure proceedings of her home. She vacated the house on August 30 and Bank of America presently owns the house. CSR states that the account shows as inactive. Customer asked that CSR put a note on the account that the resident is in foreclosure.
447.	9/9-59-BH	Billing	Y	Y	Y	Y	Y	Y	Customer received a cut off notice. Landlord previously paid the water bills. When rates increased, the landlord stopped paying. Customer wanted to make payment arrangements but CSR stated that the account was in the landlord's name and it couldn't be done. Customer wanted to know what else could she do to keep the water from getting cut off. CSR said pay the bill. Customer said she was going to use her debit card and CSR tried it but it was declined. Customer said she would call back.
448.	9/9-168-BH	Billing	Y	Y	Y	Y	Y	Y	Customer went out of town, returned home and the water was off. She has a 16 month old and wanted to know what she needed to do to get it back on. Customer used a VISA card. Customer wanted to know if the water could be turned back on today and CSR stated that once water has been turned off, it takes two days for service to be turned back on. Customer became irate and CSR tried to calm her down by saying that she would call the office to see if it could be turned back on today. Customer calmed down and thanked CSR.
449.	9/9-135-BH	Billing	Y	Y	Y	Y	Y	Y	Customer had a break in the water line. It was repaired by the customer on September 5. Water didn't go down the sewer but down into the ground. Customer wanted a reduction in his bill. CSR asked the customer to wait until he receives his bill to see how much the break affected his usage. CSR also stated that Florida has a "CAP OFF LIMIT" and Sarasota's limit is 10,000 gallons. Customer said he would call back after he receives his bill.
450.	9/9-108-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to confirm if AQUA had received his payment. CSR said they had received it and his outstanding bill is \$92.82. Customer will put that payment in the mail today.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
451.	9/10-1-BH	Other	Y	Y	Y	Y	Y	Y	Customer called an hour and a half earlier to report a burst in a waterline and asked that a service person come out and check it and no one has come out. The water is flooding the backyards of three houses in the neighborhood and is threatening other yards. CSR apologized and said she would contact After Hours Service to have someone come out.
452.	9/10-36-BH	Other	Y	Y	Y	Y	Y	Y	Customer was trying to establish an account and was given a correct but inoperable fax number. CSR gave the customer another fax number with Attention: Move In Group.
453.	9/10-77-BH	Billing	Y	Y	Y	Y	Y	Y	Customer is at a store and wants to pay the bill electronically. He wants CSR to verify that his payment was received. CSR said there is no way to confirm that his payment was received. He would have to fax a copy of his receipt then call back later to see if it was received. CSR did give the customer a number where faxes are received to follow up on his account.
454.	9/10-63-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to change the spelling of her name and to pay the bill. She has been without water for two weeks and has four kids. Customer continuously asked if the water could be turned back on today if she pays the bill today. CSR continued to explain that it is a two day process. CSR processed the card and it was denied. (There was a lot of obscene language being said in the background.) CSR informed the customer that she had to contact Western Union Customer Service and gave her the number to find out what was wrong with the card.
455.	9/10-73-BH	Billing	Y	Y	Y	Y	Y	Y	Customers bill is too high, \$386.57. Customer never had a bill for that amount. 19,000 gallons of water is just out of the question for usage in the home. CSR explained that a service person had been out and checked the meter and found nothing wrong. CSR arranged for payments to be spread out over eight equal payments of \$67.28 on the 30 th of each month, plus payment of the actual bill. Bill can't be late. Customer was pleased with assistance.
456.	9/11-82-BH	Billing	Y	Y	Y	Y	Y	Y	Irate customer called to complain about a high bill. Customer never had a high bill. CSR calmly explained the rates and what they include (turn on fee, sewer fee, base rate, etc.) Customer said he can see now why there are so many vacant houses in his neighborhood. They can't afford to pay for the water.
457.	9/11-87-BH	No Water	Y	Y	Y	Y	Y	Y	Customer called to complain that a serviceman came out to check her water meter and broke the line. Water leaked for two weeks while she was away. She wants a credit on her bill because of this. Customer complained so much, CSR (after speaking with his supervisor) gave her a credit.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
458.	9/11- 81-BH	Billing	N	Y	Y	Y	Y	Y	Customer called to inquire as to how is it that there are only 12 months in the year but she has paid 13 bills. CSR explained from 2008 each billing cycle and due date. Customer continued to ask "why" for every statement made by the CSR. Conversation continued back and forth with the same questions from the customer and same answers from the CSR. Toward the end of the discussion, CSR couldn't contain his composure and finally said, "This is it!" Customer asked, "Is this what you call customer service?" CSR's voice trailed off asking if there was anything else he could do for the customer and the call ended.
459.	9/11-13-BH	Billing	N	Y	Y	Y	Y	Y	Customer called to ask what all the charges on his bill meant. Although knowledgeable and responsive, the CSR was a bit perturbed at the questions and was very short with the customer.
460.	9/11-96-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called from Michigan to say he received a bill for \$50.48 due September 30. On August 27 he paid \$50.48. Customer couldn't understand how a bill was so high and he hasn't been there. CSR said the customer is charged a facility charge even though no one is there to use water. Customer wasn't pleased but thanked CSR.
461.	9/14-26-BH	Billing	Y	Y	Y	Y	Y	Y	Mother called for her son because his water was off. She wanted to know if her payment had been received (she sent it regular mail). CSR couldn't verify that the payment had been received by AQUA and asked the customer to call back tomorrow.
462.	9/14-127-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to take advantage of the "Zip Check" (automatic payment). CSR will mail application to the customer for her to sign up.
463.	9/14-132-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to complain about a high bill. Serviceman came out to check the meter and found no leak. CSR checked and found that there was a "miss-read" by AQUA on the customers meter. Customers bill was supposed to be credited but nothing has been done. Customer wants the credit on her bill now.
464.	9/14-185-BH	Billing	Y	Y	Y	Y	Y	Y	Customer never received a bill with his name on it but did receive a cut off order. A bill he received had the former tenant's name on it. He has had to call each time to find out what his payments are. CSR stated that the customer owed \$140.12 plus a \$3.20 reconnect fee. Customer was going to pay with a check but refused to pay the fee because he has never received a bill. Customer then wanted to pay with a VISA card and wanted to know the name of the president of AQUA. He wants to let him know his business is not being run properly. CSR gave him the information.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
465.	9/14-151-BH	Billing	Y	Y	Y	Y	Y	Y	New Customer received his first bill ("actual read") which was extremely high. CSR explained all the fees and what they were for. Customer shared that one night he left the sprinkler on running very low. CSR said he very well could have used three gallons per minute when that happened. CSR stated that his next bill should be lower. Customer thanked CSR for his assistance.
466.	9/15-10-BH	No Water	Y	Y	Y	Y	Y	Y	Customer called to see if AQUA received money order. CSR said it hadn't been received. Customer was irate because this happened to him another time and after checking with the CSR, his money order was sitting on someone's desk and the CSR apologized. Customer contacted the Post Office and the place where he purchased the money order and there was no record of it. CSR told the customer to call back the next day to check and see if the money order had been received.
467.	9/15-54-BH	No Water	Y	Y	Y	Y	Y	Y	Customer called to ask if AQUA was the water provider for a foreclosed house that didn't have a meter. CSR said that AQUA was the service provider and the customer would have to fax over the required information to get the meter and service turned on.
468.	9/15-136-BH	No Water	Y	Y	Y	Y	Y	Y	Upset Customer faxed required information the day before from a store to have service turned on at a residence and the water has not been turned on. Customer has two small kids, needs water to cook, bathe, etc., and asked to speak with a supervisor. Supervisor said it takes 24-48 hours to have service turned on. The call was dropped or customer hung up.
469.	9/15-115-BH	No Water	Y	Y	Y	Y	Y	Y	Irate customer called to find out when the service would be turned on. CSR stated that the information had not been received to initiate service. Customer said she was going back to the landlord to see if they can get the service turned on since she can't seem to.
470.	9/15-8-BH	No Water	Y	Y	Y	Y	Y	Y	Customer called to complain about his bill being too high. Bill went from \$45 to \$176, to \$278 then to \$300. Customer is a former contractor and checked for all of the possible leaks/problems before service was turned on. AQUA technician went out previously to check meter and customer will be receiving a bill for \$253.51 by Friday.
471.	9/16-89-BH	Billing	Y	Y	Y	Y	Y	Y	Customer previously lived in North Carolina and received what she thought was a final bill. Customer sent in the payment. Customer later received another bill, which included the final bill. CSR explained details of the bill and customer paid with a credit card and received a confirmation number.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
472.	9/16-107-BH	No Water	Y	Y	Y	Y	Y	Y	Water was off and should have been turned on the previous day. CSR apologized and called the service department. Someone will be out today.
473.	9/16-65-BH	Other	Y	Y	Y	Y	Y	Y	Water has sickening odor and it has been this way for over a week. CSR will have someone come out today and check it out.
474.	9/16-145-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to switch the account from mother's name to hers. (She's the daughter.)
475.	9/16-49-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to request a refund for the bill she over paid. CSR said before she can receive a refund, she has to fax a cover letter with a copy of her deceased husband's death certificate. Customer had already faxed requested information to AQUA and was wondering had it been received.
476.	9/17-53-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to set up payment arrangements. She and husband won't have any money until Friday. CSR said arrangements can't be made unless customer makes a down payment of 25% of the past due balance. Customer would have to pay at least \$100. Customer thanked CSR and hung up.
477.	9/17-48-BH	Other	Y	Y	Y	Y	Y	Y	Customer from County Fire Department called to report a leaking fire hydrant in the Jumper Creek Manor sub-division. Customer had been told previously to contact Fire Department about hydrant because AQUA does not service that area. Customer contacted Fire Department and it doesn't service the area either. CSR asked for an account number or an address. Customer did not have one; only the name of the area. CSR asked customer to hold on and went to research and found that AQUA does not serve that area. Customer felt that CSR should have known this information.
478.	9/17-96-BH	Billing	Y	Y	Y	Y	Y	Y	Customer made a partial payment on a past due bill and can't pay balance due until he receives unemployment check. CSR said a cut off order has been issued and payment has not been credited. Customer states that water is not off. CSR told customer to call back in two days so order could be possibly voided.
479.	9/17-11-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to close account effective immediately.
480.	9/17-8-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to change mailing address. Bill hasn't been coming to residents address. CSR showed an alternate address but AQUA sent it to the wrong address anyway. CSR made notation in the record.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
481.	9/18-48-BH	Billing	Y	Y	Y	Y	Y	Y	Irate disabled veteran/customer called because his bill should be \$10 cheaper and he wanted CSR to make the change now. AQUA came out and read his meter and found that he had been over charged a service fee for sewage and water when he should have only been charged once. CSR couldn't get a word in but attempted to assist customer. CSR couldn't answer some of the customers questions because they didn't pertain to water issues. Customer threatened CSR if their conversation was being recorded. He could tell that they were being recorded. He will report AQUA and CSR to Network News FL, Network News PENN and EPA Water Quality and nothing can be done to him because he's a disabled vet and sits home all day. At the end of the conversation, CSR just said, "Thank you for calling AQUA."
482.	9/18-214-BH	Other	Y	Y	Y	Y	Y	Y	Customer received letter from AQUA to change name on account because customer husband's name was on the account and he had passed away.
483.	9/18-186-BH	Other	Y	Y	Y	Y	Y	Y	Customer's son moved out of the house and customer wanted to change account from son's name back into mother's name.
484.	9/18-172-BH	Other	Y	Y	Y	Y	Y	Y	Customer presently has a septic tank and wants to know if she hooked up to county septic service, would AQUA be the service provider.
485.	9/18-102-BH	Billing	Y	Y	Y	Y	Y	Y	Customer was given a mailing address in Pennsylvania for his AQUA bill and payment. He has been using this address for five years and has never been late until now. He mailed his payment and it was returned to him "undeliverable". CSR said that payment should have been mailed to New Jersey. Customer then received a cut off notice. CSR put note in the system not to cut off customers service.
486.	9/21-128-BH	No Water	Y	Y	Y	Y	Y	Y	Irate Customer called (used profanity) because his water was cut off. He is working out of town and he and his wife haven't lived in the place long enough to receive a bill. CSR remained calm throughout the ranting and raving and took customers phone number. CSR will call him back when he finds out what the problem is.
487.	9/21-36-BH	Billing	Y	Y	Y	Y	Y	Y	Customer wanted to know amt. of bill and when it was due.
488.	9/21-136-BH	Billing	Y	Y	Y	Y	Y	Y	Customer (recently got out of the hospital after having a baby) called earlier about her bill and paid a partial payment. Customer requested an extension on her bill. CSR set up payment arrangements for customer.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
489.	9/21-112-BH	Billing	Y	Y	Y	Y	Y	Y	Customer wanted water cut off service effective immediately. They had already moved out and they gave CSR forwarding address for final bill.
490.	9/21-61-BH	Water quality	Y	Y	Y	Y	Y	Y	Customer called to complain about water taste. Customer also boiled the water and it still has a nasty taste. CSR issued an emergency service order to someone go out and check on the problem.
491.	9/22-1-BH	Other	Y	Y	Y	Y	Y	Y	Customer had called a month before to request name change on account and it hasn't been done. Previously, account was in daughter-in-law's name and she has moved out. CSR said that the bill with her name on it is a final bill. His name should appear on next bill.
492.	9/22-73-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called regarding high bill due to a busted water pipe and also received a cut off notice. Customer wanted to set up payment arrangement, but needs to pay 25% of the balance due. Before CSR can set up payment arrangements, customer has to make a down payment. Customer will call back later.
493.	9/22-34-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to make past due payment with a credit card and wanted to know why his bill is so high. CSR asked if he had an irrigation system or a pool. Customer has a pool. CSR informed customer of \$3.20 service charge and customer didn't like that.
494.	9/22-212-BH	Other	Y	Y	Y	Y	Y	Y	Customer wanted to start new service at a house he just closed on. CSR informed him of the required identification information. Customer doesn't give out his Social Security number and doesn't have a voter's registration card because he doesn't vote, so he offered a bank card. CSR told him to fax a copy of the ownership papers and his Driver's License.
495.	9/22-183-BH	Other	Y	Y	Y	Y	Y	Y	Customer just received notice on his door regarding water main construction because area had been experiencing low water pressure. Customer should boil water before using. Customer called to find out how long construction was going to last and why didn't company notify customers beforehand. CSR said she didn't know how long construction would last, apologized for the inconvenience, and thanked the customer for calling.
496.	9/23-1-BH	Other	Y	Y	Y	Y	Y	Y	Customer called to find out balance due for sewer and irrigation service and paid both accounts with a credit card. Customer wanted to have one \$3.20 service charge waived but CSR said because they are two separate accounts the service charge could not be waived.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
497.	9/23-172-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called the day before to find out if payment had been received. Customer could not recall check amount. CSR gave customer an extension of two days and advised the customer to call back. Customer thanked CSR then wanted to speak with a supervisor because CSR hung up on her the day before. Call ended with customer holding to speak with CSR.
498.	9/23-72-BH	No Water	Y	Y	Y	Y	Y	Y	Customer called to find out why he has no water. CSR said there was a water main break and servicemen were presently working to restore water service. Customer said AQUA should have notified customers of the problem.
499.	9/23-66-BH	Billing	Y	Y	Y	Y	Y	Y	Customer (single and lives alone) moved in a while ago and bill was \$22 and now bill is \$99. His neighbor is married with two kids and her bills are less than his. Customer wants to know why his bill is so high. Also, customer has been charged twice for a check that was returned (screw-up by his bank) and wants credit or refund from AQUA.
500.	9/23-157-BH	No Water	Y	Y	Y	Y	Y	Y	Customer called to say water is off. CSR checked and found that there is a system repair being done and said customers should boil their water before using. Customer wanted to know how long repairs would take. CSR said that everything should be cleared up before the day is over.
501.	9/24-17-BH	Other	Y	Y	Y	Y	Y	Y	Customer called to verify if wife had called in request for cancellation of service and if she left a forwarding address for the final bill.
502.	9/24-137-BH	Other	Y	Y	Y	Y	Y	Y	Customer called inquiring about getting new service for a gentleman that's moving into a house. Presently, the water is on in the house and customer doesn't want a break in the service. CSR said all he has to do is call in.
503.	9/24-263-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to pay bill and request cancellation of service because he's moving. Gave CSR a forwarding address for the final bill.
504.	9/24-199-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called because water was cut off and he wanted to know how much it was to turn it back on. Also, he wanted the details on when it was paid and how long it would be before it was turned back on. CSR gave the customer a total amount due and that it would take 24 to 48 hours for the water to be turned back on. Customer said he would call back later.
505.	9/24-61-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called regarding extremely high bill. After brief conversation, CSR said she would put in a service order to have someone come out and check customers meter.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
506.	9/25-142-BH	Other	Y	Y	Y	Y	Y	Y	Customer (a landlord presently residing in Canada) called to find out name on an account for a house that he owns. Tenant moved out. CSR said she couldn't give out that information. Owner wanted his name on the account effective the next day. Owner also informed CSR that a storm drain located at the left of the driveway was blocked up and not draining properly. CSR called to find out if AQUA was responsible for taking care of this and customer was told he needed to call the sewer department.
507.	9/25-195-BH	Billing	Y	Y	Y	Y	Y	Y	Customer paid \$50 on a \$143.77 bill the day before and wanted to know if it had been received. CSR set up customer on payment arrangement.
508.	9/25-89-BH	Other	Y	Y	Y	Y	Y	Y	Customer called to say that water is awfully salty and has been living in location for six months. He was in the Navy and knows something is wrong. CSR completed a service order to have someone come out and check the lines. Depending on what is found, lines may have to be flushed.
509.	9/25-200-BH	Billing	Y	Y	Y	Y	Y	Y	Customer wanted to know balance on account. She was irate because bill was too high. CSR told customer of recent rate increase in April and customer didn't want to hear that. CSR assisted customer in paying bill.
510.	9/25-58-BH	Other	Y	Y	Y	Y	Y	Y	Customer is contemplating buying a house in a new subdivision and wanted to know where the nearest fire hydrant was located. CSR told customer to call the Fire Department. Customer did and the Fire Department told him to call AQUA. CSR's supervisor asked customer to fax subdivision information and they would try to track down information.
511.	9/28-195-BH	No Water	Y	Y	Y	Y	Y	Y	Customer wanted water turned back on at his house. CSR said water should be turned back on the next day.
512.	9/28-62-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to complain about her bill being so high and she's only lived in the house two weeks. CSR asked customer if she had an irrigation system and even suggested that there could be a valve leak. CSR checked and found out that AQUA "miss-read" the meter and customers bill would be revised. Customer should receive a revised bill soon.
513.	9/28-124-BH	Billing	Y	Y	Y	Y	Y	Y	Customer received a cut off notice and paid bill by check. CSR gave customer a confirmation number.
514.	9/28-241-BH	Billing	Y	Y	Y	Y	Y	Y	Customer received cut-off notice that sewer was going to be cut off. CSR set customer up on payment arrangements. Customer paid with a debit card and received a confirmation number.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
515.	9/28-217-BH	No Water	Y	Y	Y	Y	Y	Y	Customer has no water. They checked with their neighbor, who's water was off but came back on. CSR wrote up work order to have someone come out and check out the problem.
516.	9/29-182-BH	Billing	Y	Y	Y	Y	Y	Y	Salvation Army representative called to pay bill for client.
517.	9/29-209-BH	Billing	Y	Y	Y	Y	Y	Y	Customer paid bill but received cut off notice and wants to make sure water wouldn't be cut off. CSR asked for customers confirmation number and made note in record so customers water wouldn't get cut off.
518.	9/29-140-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to establish service at new house he just bought.
519.	9/29-194-BH	Billing	Y	Y	Y	Y	Y	Y	Customers water was turned off for non-payment. Customer wanted to know how much would it take to turn it back on. CSR gave her the amount and customer said she would call back with check payment information.
520.	9/29-238-BH	Billing	Y	Y	Y	Y	Y	Y	Customer received his final bill and wanted to know if his initial deposit would cover the bill. CSR said no deposit was made. So he will pay the final bill.
521.	9/30-219-BH	No Water	Y	Y	Y	Y	Y	Y	Customer called to find out why she has no water. She washed several loads of clothes and now she has no water. Customer checked with neighbor and he's doesn't have water either. CSR said she would contact Emergency Services to find out what the problem is.
522.	9/30-196-BH	Other	Y	Y	Y	Y	Y	Y	Customer called previously to report a leak near a storm drain at the end of her driveway and no one has been out to check it. She's calling again to report it. CSR said she would complete an emergency order to have someone come out.
523.	9/30-223-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to initiate water service in her name.
524.	9/30-1-BH	No Water	Y	Y	Y	Y	Y	Y	Customers water was cut off for non payment. Customer paid the balance due. Water should have been turned back on after 24 hours . . . 24 hours had passed and no one had come out. CSR apologized because water should have been turned back on. CSR's supervisor dispatched an on-call technician to go out and restore water.
525.	9/30-52-BH	No Water	Y	Y	Y	Y	Y	Y	Customers water was cut off for non-payment. Customer paid bill and called to find out when his water would be turned back on. CSR explained that it would be 24-48 hours before service could be restored. Customer was not pleased.
526.	10/1-183-BH	No Water	Y	Y	Y	Y	Y	Y	Customer called because she doesn't have any water. Customer is aware of water main break the day before. CSR checked and found out that work is still being done to repair the break.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
527.	10/1-119-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to set up payment arrangements to pay bill. CSR informed Customer that he has to pay \$26, but customer wasn't prepared to pay anything. CSR informed customer that he wasn't in any danger of getting cut off and advised customer to call back in a week.
528.	10/1-71-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called about her high bill (\$338). She lives alone, doesn't use irrigation system, etc. and bill is more than her electric bill. She had a well expert come out to check the meter and he said there is a leak. AQUA technician came out and said there is no leak. CSR completed a work order to have another technician come out again. If there is a leak, customer has to have it repaired, then an adjustment can be made on her bill. CSR also informed customer of recent rate increase.
529.	10/1#99-BH	Other	Y	Y	Y	Y	Y	Y	Customer's residence is infiltrated with a horrible sulfur smell so strong it makes you nauseous. CSR completed an emergency work order to have it checked out.
530.	10/1-51-BH	Other	Y	Y	Y	Y	Y	Y	Caller wanted to find out if Aqua provides service to Lady Lake, FL. CSR said no.
531.	10/2-56-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called about her high bill. She is never at home. She paid a plumber \$75 to come out at tell her there is no leak in her house. Customer cut off water in the house and saw that the meter is still running. CSR says that's an indication that there is a leak and that she should call another plumber. Customer said she doesn't have another \$75. Customer and friends have also been digging along the water lines in the yard and under the house to try and locate a leak. Customer said she would call CSR back.
532.	10/2-12-BH	Billing	Y	Y	Y	Y	Y	Y	Customer attempted to pay her bill with a credit card using the automated service but kept getting cut off, so she called CSR. CSR processed information and gave customer a confirmation number.
533.	10/2-106-BH	Billing	Y	Y	Y	Y	Y	Y	Customer went out of town and before leaving, pre-paid \$80 on his water bill. When he returned he received a bill for \$69, called CSR and wanted to know what was going on because bill didn't reflect his \$80 payment. CSR checked and customers account showed a credit for \$10.97. REASON: AQUA mailed the bill out on the 16 th and AQUA received customers \$80 check on the 16 th .
534.	10/2-109-BH	Other	Y	Y	Y	Y	Y	Y	Customer called to complain about rotten egg smell in her water. It's so bad she couldn't brush her teeth and can't use dishwasher. CSR completed an emergency work order to have technician go out and check the problem today.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
535.	10/2-148-BH	Other	Y	Y	Y	Y	Y	Y	Customer moved into her residence the day after Labor Day and has not received a bill from AQUA. She made all the necessary calls regarding the address where her mail should be sent. Finally, it was determined that the Post Office made the mistake with her mail going to Michigan then back to Florida. CSR said she would complete a courtesy sheet with the correct mailing address and Customer said she would mail in a check for amount due of \$37.43. She didn't want a late fee and didn't want to get cut off. CSR reassured her she was still in good standing.
536.	10/5-250-BH	No Water	Y	Y	Y	Y	Y	Y	Customer has the flu, woke up and found water off. They didn't know why water was off. CSR said water was off for non-payment. Customer said she would have to call back with payment.
537.	10/5-288-BH	Billing	Y	Y	Y	Y	Y	Y	Customer received shut off notice. A check was sent in on time for \$670.50. Customer said check was returned because the bottom part of the bill wasn't included with the check. Customer paid for two addresses. Customer re-mailed check designating two addresses. Customer definitely didn't want to get cut off. CSR said he would put a "Hold" on accounts until Wednesday and customer should call back to see if check had been posted.
538.	10/5-26-BH	Billing	Y	Y	Y	Y	Y	Y	Customers check for payment was returned to her bank, but CSR's record showed that her account was current. Customer said she wanted to go ahead and pay because she knew check wasn't going to be good. She gave CSR her debit card information and it was denied. Customer said she was going to have to call her bank and call CSR back.
539.	10/5-62-BH	Billing	Y	N	Y	Y	Y	Y	Customer called to pay his bill. When he was cut off previously, he paid a \$35 reconnection fee and his present bill reflects another reconnection fee and wants to know why. CSR will contact the Billing Department because CSR doesn't understand or know why and requested that customer call back in a week to check to see if fee was removed.
540.	10/5-217-BH	Other	Y	Y	Y	Y	Y	Y	Customer has an automatic flushing mechanism (flushes the line four times a day) attached to meter that has malfunctioned. CSR completed a service order to have someone come out and check it.
541.	10/6-182-BH	Billing	Y	Y	Y	Y	Y	Y	Customer (childcare owner) received two bills and wanted to know which one to pay. CSR gave customer correct amount due.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
542.	10/6-82-BH	Other	Y	Y	Y	Y	Y	Y	Customer attempted to fax information using number given to her. CSR asked for the numbers and said the first number was no longer in service and apologized. Customer said the second number just rings and rings. CSR said that AQUA receives a flood of calls all during the day and suggested that she continue to call.
543.	10/6-105-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to pay his bill and he didn't have his account number or his bill. Customer asked if he had the option to pay on line. CSR said he could pay by check, credit or debit card. Customer was wanting the avoid paying the \$3.20 service charge. Customer paid bill with a debit card and CSR gave customer a confirmation number.
544.	10/6-7-BH	Other	Y	Y	Y	Y	Y	N	Customer called to report that his sprinklers have not shut off. AQUA was working in the area earlier and customer believes that is the reason. He doesn't want the sprinkler running all night. CSR gave customer a number and the customer said that the office was closed. It closes at 4 pm. CSR asked customer to "hold on" while she attempted to locate a working number for the customer. Call dropped.
545.	10/6-70-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called several times previously and even spoke with an AQUA President concerning a discrepancy with her bill for a rental property she used to live in. She had gathered copies of all her bills and wanted to know where she could fax them so AQUA could adjust her bill(s). AQUA knew that the landlord did have the property leak repaired like she should have done. (From all indications, customer has been dealing with this for quite some time.) Customer said, "The AQUA President told me to take the landlord to court; she just didn't want to hear what I had to say and wasn't trying to help me at all". CSR asked if customer could pay \$126.54 today to clear this up. Customer exclaimed a loud "Yes!" CSR gave customer a confirmation number and it appears that everything is taken care of.
546.	10/7-47-BH	No Water	Y	Y	Y	Y	Y	Y	AQUA was repairing a water main break in the area (October, 7 – October, 9) and a customer called to find out if the water was safe for animals, although a sticker was placed on customers door saying not to use or drink the water. Customer then wanted to know when she would be allowed to use the water. CSR said the water was not safe for animals. Customer asked if they would be issued bottled water during this inconvenience. CSR said "no". Customer also wanted to know if their bill would be credited for this inconvenience; CSR said "no." Customer was rude.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
547.	10/7-135-BH	Other	Y	Y	Y	Y	Y	Y	Customer called to get a document indicating when he started service with AQUA. He decided to buy this house and his mortgage lender needed that information. CSR said she will take care of his request.
548.	10/7-58-BH	Billing	N	Y	N	Y	Y	Y	Customer called to complain about a high bill. He did not use 1900 gallons of water for the month. there's something wrong. Aqua representative has been to the property to check meter in customer presence. Meter accurate. All leaks are not visible; he needs to call a plumber to check his property. CSR was loud and not friendly. Customer wanted to speak with a supervisor. CSR said supervisor was not available. Customer said he would hold on until someone comes to the phone or else he is going to call the PSC.
549.	10/7-218-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called four times to explain her predicament and no one seems to care or wants to help her. She was self-employed (seven year private business owner) and recently started a new job. Due to the economy, she had to close the business. Customer called previously and set up payment arrangements and agreed to pay \$253 on a \$900 bill. Customer mailed the \$200+ payment but AQUA had not received it yet and the serviceman was there to cut off her water. CSR said there was nothing he could do. CSR advised the customer to call back to see if the check was received.
550.	10/7-20-BH	Other	N	Y	Y	Y	Y	Y	Elderly customer called to get information regarding plumbing insurance. Although CSR didn't handle that, she could have been a little more friendly. CSR did give her the number to that dept.
551.	10/8-94-BH	Other	Y	Y	Y	Y	Y	Y	Customer called to get bill amounts for tax purposes from January to September. CSR gave customer the amounts requested.
552.	10/8-163-BH	No water	Y	Y	Y	Y	Y	Y	Customer called to let CSR know that she just paid to get her water turned back on. CSR said she couldn't guarantee the water would be turned back on today, but she would send an email to the service department.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
553.	10/8-72-BH	No water	Y	Y	Y	Y	Y	Y	Customer called to establish service. Customer moved into the house on October 1 and faxed her ID information and rental agreement to AQUA. Customer has been trying for four days to get the water turned on. CSR stated that two people have been calling to establish service and the information she faxed was not good enough. (Customer stated the other person was her husband.) CSR said customer needed to fax over tax records and a letter from the landlord saying how many people will be living in the house. Customer said the landlord was out of town and that the house was recently foreclosed on and the former owners have moved away. CSR said service could not be turned on until they receive the information requested.
554.	10/8-90-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called back after she was hung up on by AQUA CSR. Customer and her husband moved out of a unit July 6 and before leaving property, turned off the water at the meter. Customer has received a bill for \$50 and paid it even though she didn't think they owed it. She then received another bill for \$62 and another for \$69. She then asked CSR to explain what it going on and CSR said he couldn't discuss the bill with her because her name wasn't on the account. Customer was already irate when she called and said, "You can take my money but you can't discuss this bill with me?" CSR said "yes, I can take your money". Customer then asked to speak with a supervisor. Supervisor came to the phone and said she couldn't discuss the bill with her either and said that the customers husband had to fax over statement requesting that his wife's name be put on the account.
555.	10/8-138-BH	Other	Y	N	Y	N	Y	Y	Customer is considering options to minimize water consumption. Customer wants to put more meters on his property (five trailers) and wants to change out one of the existing meters because the size of the meter determines the cost per gallon. Customer also wants to know the charge to change out the meter. CSR told the customer he had to pay for all the plumbing that needs to be done. Customer had questions regarding the meter and the request. Which, then the CSR would answer the customers questions with a repeat of the original question. CSR did not answer customers direct questions. CSR asked for the customer's number so someone could call him back.
556.	10/9-13-BH	Billing	Y	Y	Y	Y	Y	Y	Customer is continuing to receive an estimated bill from AQUA. Bills are extremely high. AQUA doesn't read the meter, Bonita Springs Utilities reads his meter and sends the readings to AQUA each month. CSR said she would send the information to the billing department to get a correction on the customer's bill.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log									
	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
557.	10/9-75-BH	Other	Y	Y	Y	Y	Y	Y	AQUA alarm is going off in the neighborhood. Customer had called previously and no one came out. Customer located the silent button and turned it off. CSR said she would get someone out ASAP.
558.	10/9-250-BH	No water	Y	Y	Y	Y	Y	Y	Customer called to report that a tag was left on his door stating that "meter left off; water running in house." Customer went inside and checked all the faucets and nothing was running. CSR said she would complete a work order and have someone come back out to turn the water on.
559.	10/9-293-BH	Other	Y	Y	Y	Y	Y	Y	Customer called to see if AQUA services the Kensington Park area. CSR said "yes". Customer then inquired about getting service turned on.
560.	10/9-273-BH	Other	Y	Y	Y	Y	Y	Y	Customer called to see if water is safe to drink. AQUA repairmen were in the area working a few days prior. CSR said the customer should boil her water at least 48 hours after work was done. Customer became irate and said she and her neighbors should have been notified of this because she had drank a cup of coffee and washed some clothes that were ruined; they reeked of sewer smell. Customer said AQUA comes out every Tuesday to flush the line. CSR supervisor attempted to calm customer down, and thanked customer for calling.
561.	10/12/310-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to get the account balance and to give a new billing address. CSR said the bill was not due until the end of the month so customer will pay the bill later.
562.	10/12-67-BH	Other	Y	Y	Y	Y	Y	Y	Customer had been attempting to set up her account on line and called to find out why she was getting denied (getting kicked out of the system.) CSR instructed the customer step-by-step on how to log on and then instructed the customer to re-boot. Customer was denied again. Customer asked if CSR could enter her email address from her office and CSR said she couldn't. Customer was not pleased.
563.	10/12-115-BH	Billing	Y	Y	Y	Y	Y	Y	Customer's husband initially called AQUA regarding a \$2,500 water bill. Customer had been away from home for 10 weeks (everything was shut off.) AQUA told the customer not to worry about the bill until adjustments had been made. Customer received a bill owing for three months and a cut-off notice. CSR told the customer to pay what their normal bill would have been. CSR let the customer speak to a supervisor who explained the entire bill and how they arrived at the balance due of \$172.29. Customer finally understood and will submit payment ASAP.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log									
	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
564.	10/12-209-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to pay a bill plus the processing fee with a VISA debit card. CSR gave the customer a confirmation number once payment was received.
565.	10/12-171-BH	Other	Y	Y	Y	Y	Y	Y	Customer called to pay the balance due because he was moving out, effective October 16.
566.	10/13-19-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to find out if anyone had been out to read the meters in her area. CSR said she didn't know exactly when her meter would be read, then customer asked if she could call back and CSR said yes.
567.	10/13-247-BH	Other	Y	Y	Y	Y	Y	Y	Customer called to report a water main break in an intersection. CSR said they were aware and customers in the area are asked to boil their water for use until repairs are completed.
568.	10/13-86-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to say he's receiving bills that he doesn't owe. CSR said in 2007, there was an audit done of the entire area and refunds were mailed. Customer did not receive a refund. Customer said he gave up business (restaurant) in 2007. CSR said the bills are for the time before the customer took over the business and said he would have a supervisor call him so they can clear up this controversy.
569.	10/13-159-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called and wanted her bill explained to her. Her bill jumped from 4,400 gallons to 16,200 gallons. She is not using that much water and doesn't have a sprinkler system, etc. CSR will send a technician out to investigate the meter and advised the customer to call back the following Thursday.
570.	10/13-5-BH	No Water	Y	Y	Y	Y	Y	Y	Customer called to say that he didn't have any water. CSR said that AQUA is replacing a storage tank at the treatment facility and a tag will be placed on the customer's doors advising them of the boiling water status.
571.	10/14-27-BH	Billing	Y	Y	Y	Y	Y	Y	Very irate customer called to speak with a supervisor. Customer called to say that Aqua's billing methods (practices) are unethical. His bill is too high. Customer's former renter moved out and the house has been vacant for awhile. CSR courteously tried to explain the bill, but the customer wasn't hearing it.
572.	10/14-45-BH	Other	Y	Y	Y	Y	Y	Y	AQUA turned on the water at a new customers residence and when the customer returned home they found a leak. CSR advised the customer to have the leaking toilet repaired.
573.	10/14-18-BH	Other	Y	Y	Y	Y	Y	Y	Customer called and asked for a security number (password) on his water account. CSR placed the code on the account and the customer was appreciative.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
574.	10/14-302-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to find out what the paper notice on his door meant. CSR explained that AQUA handled his sewer. Customer lives in Sarasota and never heard of AQUA. Customer thought Sarasota should be handling his service. CSR told the customer to go ahead and call them to find out why AQUA is his service provider and he said he would. CSR could not give the customer any information about the sewer service because she doesn't handle that service. CSR said she would have someone from AQUA call the customer regarding questions.
575.	10/14-7-BH	Other	Y	N	Y	Y	Y	N	Customer called to complain about irrigation service which doesn't work and his yard is not being watered. Customer wanted to speak with a supervisor. Customer said that AQUA service is beyond ridiculous. He's made calls, but he only gets voice mails with answering messages that say someone will call back and no one ever returns his calls. He's not paying anymore bills. He's going to file a suit and the PSC will hear about this. CSR couldn't answer the questions that the customer asked regarding the irrigation service.
576.	10/15-122-BH	Other	Y	Y	Y	Y	Y	Y	Customer called because a yellow notice was left on his door regarding water pressure. CSR said someone called to report that water pressure was low in the area. Technician checked and said water pressure was normal and the problem is not with AQUA. Customer said he would contact the landlord. (to have a plumber come out and check out problem.)
577.	10/15-236-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to pay her bill (\$214.00). She said she was on a payment plan. CSR checked and informed the customer that she had defaulted on her agreement. She was supposed to pay a bill on October 13 and another bill arrived on October 15. Customer became irate and said the previous CSR didn't tell her any of this. CSR put customer on hold, returned on line to let customer know she has been put back on payment arrangement status and had to pay \$179.00 to re-instate the arrangement. Customer said she would make the payment with a personal check; check was denied. Then the customer gave a debit card number and that card was denied, as well. Customer (upset) said she would call back because she knows she has money in her debit card account.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log									
	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
578.	10/15-254-BH	Other	Y	Y	Y	Y	Y	Y	Customer called because there was a yellow tag on her door. Tag just had the words "sewer" and "on account" circled. CSR checked and found that although customer had been living at resident for seven months and had called and set up a service contract, she was not in the system. Therefore, a bill had not been generated for the customer CSR will send an order to billing to get customer in the system.
579.	10/15-219-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to clear up the bill and wanted copies of previous bills from six months back. Customer had paid a bill for \$2,029.09 in September and now has a bill for \$2,359.54. CSR and customer weren't seeing eye-to-eye on the bills, so CSR will fax a copy of the previous bills to the customer and once they are received, they will discuss the bills.
580.	10/15-140-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called because his bill is \$930. He's single, doesn't use hardly any water and can't afford these high bills. He shuts off everything. AQUA came out twice to read his meter and both times the reading was incorrect. Customer seems to think the technician is adding extra zeros to his reading. No way is he using 121,000 gallons of water every two months. CSR did notice the increase in usage (said something is going on) and completed a work order to have a technician come out and do a bench test/bucket test. After the test is done, the customer will call the CSR to find out the results.
581.	10/16-194-BH	Billing	Y	Y	Y	Y	Y	Y	Upset customer called to complain that he has not been at his house for three months and received a bill for sewer. Customer has a man come and maintain the pool because in August, there was no rain. CSR attempted to explain why the customer received a bill but the customer wasn't hearing it. CSR took the customer's number and will have a supervisor call him back.
582.	10/16-168-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to inquire about a tag that was left on his door. He wanted to know the balance due (\$270.07) Customer and his wife have been dealing with life issues and didn't have money to pay bills. Wife was in bed recuperating from eye surgery. AQUA has given the customer adjustments on previous bills. CSR said in order to keep the water on, the customer needed to pay \$217.61. Customer said he would call back.
583.	10/16-73-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to inquire about a late fee (\$5). Customer mailed a bill on September 30 and the bill was due on September 30. CSR said the bill wasn't posted until October 5 and the customer should mail the bill at least a week before the bill is due. CSR said she would call the customer back regarding the sewer charge for the pool.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log									
	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
584.	10/16-27-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to find out the balance due for the irrigation system bill (\$30.69.) CSR said his water would be turned off if this bill is not paid ASAP, but his house water bill would be turned off if it isn't paid. CSR said the customer could mail the bill in for payment.
585.	10/16-110-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to make a payment (\$45.40) with a debit card and CSR gave the customer a confirmation number..
586.	10/19-212-BH	Other	Y	Y	Y	Y	Y	Y	Customer's husband has been deceased for five years. When he passed away, the customer wrote a letter informing AQUA. AQUA in turn sent the necessary papers for a name change and an account payment change. Customer mailed the forms back to AQUA five years ago. Customer called to say she received a bill with her husband's name on it and no change has been made to the account. CSR said she did not see any corrections to the account. Customer became irate and she has been trying to get this cleared up for five years and is tired of this. CSR apologized and offered to make the changes herself and faxed the forms to the customer and gave the customer her direct fax number so she could make the changes. Customer thanked CSR.
587.	10/19-223-BH	Billing	Y	Y	Y	Y	Y	Y	Business owner just received a bill and prior to this bill, an AQUA technician came out to his business, located the problem, made the repair then called (supposedly) the AQUA billing office to let them know an adjustment was needed for this account. Current bill shows no adjustments have been made. CSR put the customer on hold and returned to say that the adjustment was made on the wrong account and the CSR made the adjustment. CSR told the customer to pay the bill (\$102) and the adjustments should appear on his next bill.
588.	10/19-197-BH	Billing	Y	Y	Y	Y	Y	Y	Customer received an automated call saying his water would be cut off for a past due amount. (\$123.54) Customer asked if she could pay the bill on Friday. CSR said she would be able to cancel the shut off notice if the customer paid \$33.10. Customer paid with a check and received a confirmation number.
589.	10/19-204-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called and asked where his bill was. CSR said she didn't see where one had been sent out. Customer received a bill from the builder and paid it (\$57.25) CSR told the customer it takes four to six weeks before the customer would receive a bill. Customer was concerned because he didn't want to receive a high bill once it arrived.
590.	10/19-256-BH	Other	Y	Y	Y	Y	Y	Y	Customer will be leaving the residence for two months and wanted to shut off the water. CSR said he completed a work order to shut off the water tomorrow.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log									
	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
591.	10/20-149-BH	Billing	Y	Y	Y	Y	Y	Y	Customer wanted to pay a bill with cash and wanted to know the closest location in New Port Richey. CSR said there is no payment center there. The closest location would be in Sarasota. CSR also informed the customer to purchase a VISA pre-pay card and make the payment over the phone.
592.	10/20-18-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to discuss her bill (\$203.09) and it said she owed a previous bill, too. The bill is too high. CSR said they received the \$62.38 amount. CSR said they probably received payment after the bill was mailed. Customer lives alone, doesn't have a sprinkler system and thinks she may have a leak. Bill stated that customer used 14,800 gallons of water. CSR will send a technician out to re-read meter.
593.	10/20-26-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to complain about the rate increase. CSR said there was a rate increase in her area and the increase was for an upgrade to the system to provide better water quality. Customer said she hasn't seen any improvements. Customer had a plumber come out and change out her faucets, install granite, etc. Plumber said there was inadequate water pressure. CSR completed a work order to have a technician return to check out pressure.
594.	10/20-181-BH	Billing	Y	N	Y	N	Y	Y	Customer called to say she hadn't received a bill in three months; doesn't know where her meter is on the property and the bill is too high. CSR completed a work order to have a technician go out and check the customer's request.
595.	10/20-220-BH	No Water	Y	Y	Y	Y	Y	Y	Customer called earlier to report a water break in front of her house and no one has come out yet. (This is her second call, three and a half hours later.) CSR said he would submit an emergency work order and have someone come out and look at the situation. Customer became irate and said she would go to the local news and report this.
596.	10/21-224-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to request a refund on \$155.00 she paid on her account by mistake. CSR said there was not a payment posted for the amount, however, \$155.46 was posted to the account on September 9. CSR told the customer to call back with copies of her cancelled checks so they can compare the amounts and dates posted to her account.
597.	10/21-255-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to say that he had made a payment of \$214.20 over the phone. CSR said he would make notation in the record.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
598.	10/21-13-BH	Billing	Y	Y	Y	Y	Y	Y	Customer wants a return of credit because she owes it to her landlord. CSR said the account is still under review. Customer said she received letter from AQUA saying that a credit is due and when she received the letter to call and a check would be sent to her. CSR said the billing person that handles that is gone for the day and she would have her call back tomorrow. Customer claims has been told so many stories and given the run-around.
599.	10/21-93-BH	Billing	Y	Y	Y	Y	Y	Y	Customer has only been in the house for nine days and received a bill saying that they had used 9,000 gallons of water. CSR will complete a work order to have a technician go out and check the meter.
600.	10/21-177-BH	No Water	Y	Y	Y	Y	Y	Y	Customer owns a mobile home that was being remodeled. AQUA technician came out and turned off the water; threw the order in the door without letting the contractor know what he was doing. CSR and the customer discussed the incident back and forth and the customer said AQUA doesn't know how to handle business – unprofessional, difficult. Customer ended up paying the bill with a VISA Card because AQUA doesn't take American Express.
601.	10/22-231-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to complain about a high water bill. Meter was covered with sand, therefore, no one has been reading meter. CSR said the customer's bill is three months in arrears. Customer said no one had read his meter. CSR said she would complete a work order and send someone out to do a bucket test on his meter. Customer has been doing business in other cities and when Aqua took over, everything has gone wrong. Customer wants the CSR to call him when the tech comes out.
602.	10/22-162-BH	Other	Y	Y	Y	Y	Y	Y	Customer faxed over information to initiate service and called to make sure it was received. CSR said they had not received the information and it usually takes at least 48 hours to process the application. CSR gave the customer a number to call to check on the application.
603.	10/22-76-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to explain his recent hardships - - wife was in the hospital; she had a heart attack. He knows the bills are overdue but needs some assistance. Customer needs at least two or three days and he'll have a check. CSR said he had until Friday to pay \$76.00 + \$3.20. Customer was thankful and said he will call back with a payment. CSR said the customer has asked for assistance previously.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
604.	10/22-187-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called about her high bill (\$291.13). Customer said there was a leak outside; she rents and just got the service turned back on and the account was current. CSR suggested that the customer contact the landlord to repair the leaky faucet.
605.	10/22-188-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to report a meter reading problem. CSR will send out a technician to check the meter. Customer requested forms to automatically take payment of out their checking account and has yet to receive them. CSR walked wife through process to setting up the account while she was on the computer. In September said usage was high but AQUA underestimated his bill. He called AQUA and was told not to worry, that the October bill would reflect the change. The October bill arrived and it was outrageous!!
606.	10/23-121-BH	No Water	Y	Y	Y	Y	Y	Y	Customer returned from St. Louis the night before and woke up and noticed that the water was off. CSR said it was off for non-payment. Customer had to go to the bank and get some money. He'll call back with a payment.
607.	10/23-208-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called wanting to know what she had paid on her bill. CSR said the customer had actually over-paid. Customer said she was in a hurry to pay her bills and made out her check for the incorrect amount. CSR said the next bill will show a credit.
608.	10/23-109-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to make a payment with a VISA card. He no longer lives at the address. CSR called to cancel an order to go out and cut off for non-payment.
609.	10/23-183-BH	Other	Y	Y	Y	Y	Y	Y	Customer called to say a technician had been out to check her meter and said it was alright. Customer said she lives alone and swims everyday and showers at the pool. Customer doesn't have faith in the meter and requested a new meter. CSR said that AQUA does not change out the meters at customer's request. Customer says she knows what she wants.
610.	10/23-55-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to complain about a high bill; it jumped from \$43 to \$133 for use of 26,000 gallons of water. CSR completed a work order to have a technician go out and check the meter. Customer will also have someone come out and check, as well.
611.	10/26-28-BH	Billing	Y	N	Y	N	Y	Y	Customer called about a bill from a rental property he owns. CSR attempted to explain the bills and the amounts and when they were due. Customer had all of his bills in front of him but the amounts didn't match those the CSR had. Customer finally said he would wait for his next bill to see if CSR told him the correct information. None of his bills jived with the CSR.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log

	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
612.	10/26-17-BH	Billing	Y	Y	Y	Y	Y	Y	A friend called to find out the amount of a bill for a customer CSR said the customer owed \$320.76 (\$211.61 is past due). Customer will call back with a confirmation number after he pays.
613.	10/26-64-BH	Billing	Y	Y	Y	Y	Y	N	Customer came home to find the water off. She said she paid the bill at Sun Check Cashing. CSR asked for a confirmation number that starts with a "z". Customer said she didn't see a "z". CSR said he could not use the number she gave. Customer asked to speak with a supervisor. CSR never returned to the phone.
614.	10/26-51-BH	Other	Y	Y	Y	Y	Y	Y	Customer called to report that sewage was backing up in her yard. CSR completed a service order to have a technician go out and check out the problem. Customer said this has happened before.
615.	10/26-34-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to change the mailing address on the account.
616.	10/27-252-BH	Other	Y	Y	Y	Y	Y	Y	Customer has called (5 times) to report that he faxed his information into AQUA to initiate service and nothing has been done. It's customer's father house and his father passed away in July. Customer is leasing the house and has two kids. CSR had the customer speak with a senior AQUA representative. Because of the high bill, AQUA didn't want to turn the water back on. Senior representative gave him a direct number for the customer to send in his information.
617.	10/27-168-BH	No Water	Y	Y	Y	Y	Y	Y	Customer called to say she doesn't have any water. CSR said there was a water main break in Jasmine Lakes and service should be restored by 4 p.m. Customer will be asked to boil their water for at least 48 hours before using.
618.	10/27-282-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to request an adjustment because he can't afford to pay \$200 bill. He had a leak and the water never went through the AQUA sewer system. CSR asked the customer to fax all circumstances regarding the leak, bills, etc. Customer was given a fax number to the Leak Adjustment Department.
619.	10/27-138-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to find out what the \$47.23 adjustment is for on her bill. After a long pause, CSR said it's from the customer's April 24, 2008 bill. Customer then wanted to know the fee Speed Pay charges. CSR said \$3.20.
620.	10/27-143-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to find out how much he owed on his bill. He received a call saying his water was going to be cut off. CSR explained everything about his bill.
621.	10/28-104-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to make a payment of 347.20 with a credit card. CSR took the information and gave the customer a confirmation number.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log									
	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
622.	10/28-69-BH	Other	Y	Y	Y	Y	Y	Y	Customer received a notice regarding AQUA rate increase. Customer has done business with AQUA for seven years. Customer asked the CSR what was he getting for the increase. CSR explained the purpose for the increase and how it will benefit the customer. Customer didn't agree and said he was going to start making some phone calls. Customer can't understand two rate increases in one year with the way the economy is. After CSR answered the customer's last question, the customer said he appreciated the CSR's assistance.
623.	10/28-150-BH	Other	Y	Y	Y	Y	Y	Y	Customer called to find out what days recyclables are picked up in their area. CSR said AQUA doesn't handle that. Customer said they pay for garbage pickup on their AQUA bill (sewer) and she should know. CSR took the customer's number and will have someone call her back.
624.	10/28-226-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to have AQUA correct the spelling of her name on her bill and she received a cut off notice. Customer asked for a payment arrangement because she had been laid off of her job. CSR said that the customer needed to pay \$34.00 plus \$3.20 to be placed on the payment plan. Customer paid with a checking account check and received a confirmation number.
625.	10/28-44-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to find out the amount for the payment arrangement and the amount of her regular bill.
626.	10/29-151-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called because he received a cut off notice. He mailed a check a few weeks back. CSR said the check had not been posted to his account and he could pay with another check over the phone. Customer said that wasn't possible because the checks are in Canada at the corporate office. He will get money somehow and call back.
627.	10/29-22-BH	Other	Y	Y	Y	Y	Y	Y	Customer called to say that she just received Medicaid and was told to call and find out if AQUA has an assistance program. CSR said "No" not at this time.
628.	10/29-49-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to say he received a water bill for \$225. CSR sent a tech out previously to check his meter and this morning when he turned on his faucet, only air came out. He went to check his water heater and noticed a puddle on the floor. Customer said there are three meters outside. Customer checked the meter and it was not moving. CSR said she would have a technician come back out and put the account on 30 days hold until they get the bench test done.

080121-WS- Aqua Customer Complaint Recordings Evaluation Log									
	Date - RP# - Reviewer	Issue(s)	Courteous	Knowledgeable	Responsive	Clear Explanations	Reasonable Effort Taken	Concerns Appropriately Addressed	Notes
629.	10/29-249-BH	Billing	Y	Y	Y	Y	Y	Y	An office employee called for an AQUA customer to say that she had paid a bill for \$135.36 at a payment center and wanted to call in the receipt number. CSR said the amount was supposed to be \$193.60. Caller became loud and said the bill she had had the amount due of \$135.36 and there was a 2 year old at the residence and needed water. CSR continued to explain about the amount due and finally she asked the employee to fax a copy of the receipt to her.
630.	10/29-50-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to verify that the payment arrangement bill (\$213.00) was current. She had paid the bill over the phone. CSR said her bill was up to date and her next bill was \$88.12 due at the end of the month.
631.	10/30-118-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to find out the cut off date for her account. CSR said water would be cut off November 12 th and the bill amount is \$313.61.
632.	10/30-133-BH	Other	Y	Y	Y	Y	Y	Y	New customer called to have service initiated. CSR took all the necessary information and completed the service order.
633.	10/30-61-BH	Other	Y	Y	Y	Y	Y	Y	Customer called to find out if it's safe to use her dishwasher. There was a water line break and customers were told to boil their water until further notice. CSR said repairs were still ongoing and an update hadn't be issued yet.
634.	10/30-45-BH	Other	Y	Y	Y	Y	Y	Y	Customer called to complain that a technician was supposed to come out and check her meter. It's presently 10 am and she was told that someone would be out early. CSR explained that a technician could come out anytime during the day.
635.	10/30-28-BH	Billing	Y	Y	Y	Y	Y	Y	Customer called to make a payment (\$65.15) with a debit card.
	Total "N"		8	9	1	8	1	11	

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date Followed Up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
1	Billing Issue	5	3	1	1	1	1	1	yes	7/29/09	The problem has yet to be resolved.	Customer had issue with meter; however, it was resolved two days after she returned her survey. Thanked me for calling.
2												
3	Billing Issue	1	1	2	1	2	1	1	yes	7/29&30/09	They have done nothing to help with my outrageous bill, and I live here alone.	Called cust 7/29. Primary complaint outrageous bill (\$307) for someone who lives alone. Claimed he called a plumber & they found no leaks; but company log noted leak found & note left on door. Customer not aware of this. Trying to find out how much he has to pay to avoid disconnect, no one at company has called him back. Left a VM for Troy to assist (customer seems a bit confused.) 7/29- 4:00 Spoke to Troy, he will look into matter & call back. Spoke to cust & advised I would have additional info. for him tomorrow. 7/30 - Per Troy cust is not under threat of disconnect. Aqua contacted him on 7/29. There was a leak at the property & customer can get a leak adjustment if he provides documentation from plumber. Aqua to call customer & offer \$150 leak adjustment & payment plan. Troy noted that two field reps. went to the home on 7/23 to check for leaks & reps. went out 4 other times 4/29,5/29,6/23, & 7/22. Spoke to customer at 2:20 & everything is okay. Reviewed Voice Recording from 5/1/09- CSRs offered suggestions in diagnosing reasons for abnormally high bill, all of which were rejected by customer.
4												
5												
6												
7	Billing Issue	1	1	1	1	1	1	1	yes	7/30/09	2009 Payments. Jan. \$101.19 - Feb \$82.82 - Mar \$92.20 - April \$81.64 May \$175.20 - June \$282.52 - July \$103.54. My complaint is May & June.	Cust. had issue with erratic bills - May 175.20, June 282.52, July 103.54. Cust. aware of rate increase but doesn't understand why May and June are so high. Spoke to two different CSRs the first, a female, was rude. The second CSR, a male, was okay. I provided the number for CAF if he would like some help getting further explanation for the erratic bills. Reviewed Voice Recording from 5/4/09 - Notes attached to survey.
8												
9												
10	Billing Issue	3	2	3	2	2	2	2				Also marked "Poor water quality."
11												
12												
13												
14	Billing Issue	1	1	1	1	1	1	1	yes	7/29/09	They billed me \$453 when my bills are normally around \$25-30. There was a water leak at the meter box outside & I was told that I wouldn't have to pay for that water which was over 89,000 gallons. My average water per month is around 3,000. The leak was around 3 weeks before they fixed it.	Customer called company about leak at the meter box. They said they would be out to fix it and assured her she would not have to pay for "all that water." Received a bill of \$453. Called company and was issued new bill. Also issues with meter readings being incorrect. The bill she received had a higher reading than the meter showed when she called to complain. When asked about the CSRs, customer advised that they would often have to check with supervisors and would have to call back. She said she never once received a return call and she would have to call them. One time CSR was very rude. (7/23 - LVK listened to a call made on 5/5, CSR was okay - - not poor. Customer however made several calls to the company - - not sure which one her survey specifically represents.)
15												
16												
17												
18	Billing Issue	3	2	1	1	1	1	1	yes	7/30/09	Over 10 phone calls never returned. We had a billing issue that went on for 5 months. I finally paid the full amount, then 2 days later they sent a new corrected bill, which was about \$67.00 less but they won't credit my account for the \$67.00.	Cust. working with company to resolve billing issue over leak adjustment. Co. does not return phone calls. Spoke to two supervisors and neither returned his call (Mr. Brown was not helpful or friendly) Company committed to a \$67.00 adjustment. Customer's meter was read prior to adjustment and customer paid full amount. Adjusted bill received but company refuses to refund \$67.00 or acknowledge new bill. According to the customer the matter is still unresolved, I suggested he call our consumer affairs division for assistance. Reviewed Voice Recording from 5/7/09 - Notes attached to survey.
19												
20												
21												
22												

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date Followed Up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
23	No Water	4	3	3	3	4	5	4			After I called to find out why I didn't have water, it was stated to me that they were cleaning tanks and water would be restored in about 1/2 hour in our area, which it was. There was good service in a short time local service man stopped and asked if everything was OK, very polite and courteous.	
24	Billing Issue	1	1	1	1	1	1	1			I have a comment on the charges. They charge us \$50.48 a month for water we do not use. The water is shut off and the meter is not reading. This is wrong. We do not use water or sewer for 6 months out of the year.	<u>Reviewed Voice Recording</u> from 5/6/09 - Notes attached to survey.
25												Returned undeliverable.
26	Billing Issue	3	3	2	2	2	2	2	yes	7/29/09	I felt, as did my neighbors, that our water costs jumped suddenly in May 2009; that we all felt were much higher than their recent rate increases justified; and that explanations as to the fine tuning of their meter reading systems were in all probability passed on to all customers. I also understand from relatives in Port Richey, FL that complaints of a similar nature are prevalent there as well. Thank you.	Customer notes a sharp, sudden increase in rates. Was made aware of approved rate increase by company. No complaint, just venting. Customer service was poor - - a take it or leave it attitude.
27												
28	Billing Issue	3	3	1	1	1	1	1			I am retired. I can not afford the rate increase. In our poor economy, the "greed" is very discouraging.	
29	Billing Issue	3	2	1	1	1	1	1	yes	7/30 & 8/4	It was like, this is what the rate increase is and so you as a customer of Aqua will be required to pay the cost. They (Aqua) are not concerned that our bill doubled from \$60.00 a month to \$135.00.	"Other" also circled Tried to reach customer on 7/30, left 2 VM. 8/4- Spoke to customer, very unhappy about rate increase. When he called Aqua to inquire they had a "take it or leave it attitude" - - did not explain why rates increased. I explained the rate increase to the customer. <u>Reviewed Voice Recording from 5/8/09</u> - Notes attached to survey.
30												
31												
32												
33												
34												
35												
36												
37												
38												
39												
40	Poor Water Quality	3	1	1	1	1	1	1			When I asked about verifying whether the water was safe & had been tested, I was referred to the website and told it is tested very often & recently. The only record I found on the website was from 2006. I filled our new spa with tap water & it was yellowish brown. They did not seem to believe me & were in complete denial.	<u>Reviewed Voice Recording from 5/8/09</u> - Notes attached to survey.
41												
42												
43												
44												
45												
46												
47												

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date Followed Up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
48	No Water	3	3	3	3	2	4	3			For what I'm now paying for water I should have someone filling my bathtub and washing dishes for me. A 400% rate increase-that's ridiculous.	
49												
50												
51	Billing Issue	4	2	2	1	3	1	1			It is no use you contacting me if you will not or cannot do anything to reduce the outrageous prices being charged by Aqua. My complaint was not about the customer service but about the outrageous rate increases that Aqua proposed (and has implemented) and approved by you, the FPS Commission, despite the efforts of the Attorney General's Office and the Office of Public Counsel.	<u>Reviewed Voice Recording</u> from 5/8/09 - Notes attached to survey.
52												
53												
54												
55	Billing Issue	5	5	3	3	4	4	4			Their responses & efforts were satisfactory. The problem was not their responsibility.	
56												
57	Wastewater Issue	3	2	3	2	2	1	1	yes	8/6/09	They do not take care of any sewer line problems themselves, they sent out a service technician from Mr. Rooter.	Customer reported sewer backup problems. Company sent out Mr. Rooter and they said there was a crack in line on customers side - - wanted to charge customer \$1400 to repair. Customer watched Mr. Rooter crew snake & camera and said issue is not on his side - - feels like Mr. Rooter was trying to rip him off. Aqua was supposed to have a tech. call him and meet with him. They did not call, just showed up and spoke to wife. Customer believes there is still a sewer leak, "past the "T" in his neighbors yard. Customer does not feel like this is resolved. I will ask Troy to investigate. Customer has been contacted by utility - see e-mails attached to survey. 9/10 - Left message for customer asking him to contact PSC if further assistance is needed. <u>Reviewed Voice Recording</u> from 5/12/09 - Notes attached to survey.
58												
59												This was returned and then resent to forwarding address provided by post office.
60												
61	Billing Issue	4	4	4	2	2	1	3				
62												
63												
64												
65												
66												
67												
68												
69												Returned undeliverable.
70												
71												
72												
73	Billing Issue	5	1	2	1	3	1	1	yes	7/30 & 8/4	They didn't know anything, wasn't sure of any answer. They came to check the water. They said it was good. The water still stinks. It costs too much. Can't drink it. I have to buy bottled water.	Also marked "poor water quality." Tried to reach customer on 7/30, left 2 VM messages. 8/4 - Left another VM advising reason for call. Also advised I would not call again, thanked them for filling out survey and left my contact information. <u>Reviewed Voice Recording</u> from 5/14/09 - Notes attached to survey.
74												
75												Returned undeliverable.
76												
77												

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date Followed Up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
78		3	3	3	1	1	1	1	yes	8/17/09	When I called Aqua about high charge, they replied Florida okayed. I was paying \$12.18 (?) in mid '08. It jumped to \$53.48 and then to \$50.48 per month when no water or sewer is used. My brother-in-law with Pasco Utilities paid for 4000 gallons \$15.16 water, \$28.22 sewer. The charge is too high!	M. Barrett spoke with this customer on August 17th. I thanked him for participating in the survey, and explained the overall objective of our "customer service" review. He informed me that his home served by Aqua is by-and-large unoccupied, yet he is subject to \$50 per month in base charges. He believes this is too much. I offered to provide him a more detailed explanation than "the Florida Commission approved it." He declined since the home is currently for sale. Customer did not list issue.
79												
80	Billing Issue	4	3	3	3	1	1	1	yes	8/19/09	I am extremely upset about the enormous increase in my monthly water bill. I have been extremely careful with the amount of water and sewage used. Also, why do you have the right to charge \$74.61 for water when it is turned off and not a drop is being used? I am in Michigan. I could understand a small fee but that amount is ridiculous.	The phone number listed on the survey is no longer in service; the survey references that the customer will return to Florida in mid-October. I checked Aqua's complaint log in hopes of finding an alternative phone number – found one – but it too was no longer in service.
81												
82												
83	Billing Issue	3	3	3	3	2	2	1	yes	7/30 & 8/4	Customer provided a two-page letter expressing their disappointment with Aqua and the rates that are charged.	Tried to reach customer on 7/30, left VM. 8/4-Spoke to customer, billing issues with company. He claims CSRs will not listen to him or let him speak to a supervisor. Issues still not resolved & customer does not have water. Spoke to Troy, he will investigate. E-mailed redacted copy of customers letter to company. 8/6- E-mail response from Troy asking if they had contacted customer. "Yes we have. . . . One of our CSR supervisors contacted cust on Tuesday afternoon (8/4) after you called to discuss what steps need to be taken to resolve his dispute: 1) Create a move in order. This account was turned off as inactive; however, there was consumption recorded. 2) Create a service order to do a bucket test in the field and check for leaks on 8/5/09 between 12 - 4 p.m. (cust. would like to be present for testing). 3) Create a payment plan for the balance (after the issue is resolved)" Complete e-mail attached to survey. 8/10 - Spoke to cust and he is now satisfied and thanked me for our help.
84												
85												
86												
87												
88	Billing Issue	5	3	3	5	2	1	1	yes	7/29 & 7/30	No one we know in this state pays these outrageous bills for the poor quality of water. I have discussed this with friends& relatives they have never heard of this high of water bills. No one can afford these prices!!	Also marked "poor water quality." Very dissatisfied with quality of water and cost. Starting petition to get Pasco Co. to take over water system. Issues with open sewage. Can't understand why they were charged anything when they used 0 (zero) gallons of water. I told customer I would look into it and call back. Called customer back on 7/30 and tried to explain the base facility charges, customer still extremely dissatisfied. Water rates are too high, wants Pasco County to take over. Discussed his poor water quality again, I asked if he had contacted DEP he said no . . . offered to get him a contact number he was not interested. Customer is very unhappy about rates!
89												
90												
91	Billing Issue	2	2	2	2	2	2	2			Rates too high.	
92												
93	Billing Issue	3	2	3	1	1	1	1	yes	7/30/09	Rates raised beyond belief. Why were they allowed to increase our rates? Our bill went from \$85 to \$185! This is absurd. Is your bill this high? County & city are not. Can we change to county or city? The water isn't THAT good. Thanks you - please help!!	Tried to reach customer on 7/30 (AM), left VM message. Contacted customer in the afternoon, very unhappy about rate increase. When she called Aqua and asked for an explanation they told her she had no choice but to pay (which she said she realized), but they couldn't/wouldn't explain why rates went up. She was familiar with the PSC and had our web bookmarked - - thanked me for my follow-up call. Reviewed Voice Recording from 5/18/09 - Notes attached to survey. Customer did not rate Knowledge.
94												

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date Followed Up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
95	Billing Issue	4		1	2	2	1	1			No, I am not satisfied with Aqua Utilities services. As the recent situation I had, it takes too long responding to any problems their customers have. I don't believe Aqua Utilities deserves the rate increase they request.	Did not rate knowledge.
96												
97												
98	Billing Issue	1	1	1	1	1	1	1	yes	7/30/09	They have miss billed me numerous times. \$1000 for 1 month and for July \$816.97. I have been miss billed and they do not want to fix it and keep charging myself and neighbors high prices for water without an explanation. I am not at home from 7 am to 6 pm and there is no way my water bill is \$816.97. We have problems with this water company. Please help us fix this problem. Thank you.	Customer had issue with incorrect bills for several months (over \$1000 for one month and 816.97 for July). Aqua call center staff very "snotty," not helpful, cannot explain anything. They tried to tell customer the charges were from a time period when she hadn't been charged in the past. When customer challenged this (stating she had been charged every month since she has been a customer) and informed the rep. that she was about to fill out a survey for the "water commission" the Aqua rep. started to whisper something to someone else at the call center and then agreed to do a bill adjustment. The customer asked what the new amount owed would be and the Aqua rep. didn't know. Customer has not yet received another bill. She stated several times that the call center cannot answer questions and the service is very poor. Customer was provided the FPSC's consumer affairs number. Reviewed Voice Recording from 5/19/09- Notes attached to survey.
99												
100												
101												
102												Customer did not return survey but called to advise he was filing a complaint. The written complaint was received on 10/29 & forwarded to Consumer Affairs (a copy is in our survey file).
103												
104	Billing Issue	1	1	1	1	1	1	1			I wish I had friends who could increase my pay 300% and not have to worry about anything. Your department is probably in with Aqua "rip-off" utilities.	Reviewed Voice Recording from 5/20/09 - Notes attached to survey.
105												
106												
107	Billing Issue	3	3	3	3	3	3	3				"Other" also circled.
108												
109	Other	3	1	3	1	1	1	2			Unsure if you mean 1st two contacts or 3rd one, 3rd one was an improvement over the last two, they actually listened and responded as if they understood.	
110												
111												
112												
113	Other	5	5	5	5	5	5	5			Requested our meter to be read before we left for summer & report results to our villa. Meter read but did not give us results. Meter read again after returning to Michigan & water is turned off until we return to Florida sometime in 2010.	
114											Customer sent survey back saying that they did not file a complaint.	
115												
116	Billing Issue	4	2	3	3	2	2	3			Thank God for the man who used to read the meters. His name is Wes. He took the time to explain what most likely happened.	
117												
118												
119												

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date Followed Up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
120	Billing Issue	3	4	4	4	4	4	4			Bill was too high - went from \$57 to \$133. I found out that I had a leak in water system for yard. Next bill was \$28. Now recent bill was \$52.10. We are retired on a retirement income. I don't know how you people can increase the rate so high all at once.	
121												
122												
123	Billing Issue	3	3	3	2	3	1	3			60% rate hike? I purchased this property Feb 09 and was unaware of the rate increase until I was contacted by an out of state rep. I would like to thank Eddie Ortiz from AUF, Leesburg office for his superb response to my service call. It was great to deal with a person face-to-face.	
124												Cust. called PSC after receiving survey. Meter replaced & bills increasing. She called co. to ask why bills had different meter #s & they couldn't explain. Also could not explain how her bills calculated/(recalculated when meter OOS. Meter changed several times. Drastically reduced water consumption & has had her irr. system checked; bills continue to increase. Cust. believes co. is making things up as they go, cust. gets different bill every 2-3 weeks. Troy to investigate. Summary of 8/20- E-mail from Troy: Checked the meter # against the account . . . meter # is correct. Aqua's Tech went out . . . a double lot home with extensive irrigation on the property. Tech looked for leaks & none detected. The reads on the meter are in line with the account. 8/31- Spoke to cust, she stated the person who came to her home could not explain why meter changed & how her bills were calculated. Called Troy & asked that he follow-up. 9/17- Per Troy - Cust. called to discuss her account further. 10/1-called cust for follow-up-left msg asking her to call if issues not resolved. (Complete notes/e-mails in file)
125												
126												
127												
128	Billing Issue										Poor customer service. Not helpful to our entire community of Tomoka View! When our entire community was slammed with \$300-\$500 bills for 1 month, we were all very upset and didn't understand this unacceptable billing amount. All everyone was told was; If you don't pay the bill we will shut your water off. It's the new increase! There were never any managers act. to talk bill over with etc.. Quality of water is HORRIBLE! It's <u>TOXIC</u> and <u>VERY HARD!</u>	Returned undeliverable. Customer did not rate company based on the scale, only provided written comments. "Poor water quality" also circled.
129	Billing Issue	4	4	3	3	3	2	1	yes	7/29/09	They kept telling me our meter is OK; but, how can two seniors use 50,000+ gallons of water when they aren't home or other reasons they couldn't possibly use this much water. We are being ripped off. One senior lady (alone) had a \$300.08 water bill. Says she will have to move. How sad!	Customer noted that at one time billing was for 50,000+ gallons. Aqua stated they would come out and do a "bucket test" but never did. Latest bill was more in line with prior bills (factoring in the rate increase). Husband under Hospice care . . . customer had other matters to deal with. I provided her the telephone number for Consumer Affairs if she had further issues.
130												
131												
132												Returned undeliverable.
133	Other	4	4	4	4	4	4	4			Problem taken care of - service was fine.	
134												Returned undeliverable.
135												

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date Followed Up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
136												
137												
138	Billing Issue	5	5	5	4	4	1	3	yes	9/10/09	Meter reader & repair people very courteous. Estimate reading results in higher water usage for next month.	Customer rated Aqua poorly on "extent your concern was resolved" because of a billing issue from May/June. He has no issue with CSRs, or local area employees (repair/meter readers). In May, the customer's bill had "zero" usage. He called and was told that his meter wasn't read that month, but that it would be the next month. His June bill was for 19K gallons of usage, and claims that "average" for his household is 7.5K gallons. Even for 2 months, he thought this bill was higher than it should have been. Meter checked & found it working properly. A plumber found everything else in order - no leaks, and he even verified the meter was functioning properly. The customer's bills since then have been just over the threshold of the highest rate tier-which he believes is a deliberate action by Aqua. Cust. believes that by not reading the meter in May, Aqua found a way to get him into the highest rate tier, & since then he's been getting billed at around 11K per month. M.B. thanked him for participating in the survey, explained the overall scope of review, and provided the PSC's call center number for future reference.
139												
140	Billing Issue	4	3	3	3	3	1	1	yes	7/30/09	They left me with the feeling there was no recourse.	Customers June bill over \$400. Usually bills range from \$60-125. Lives alone, no house guests - no leaks. Company checked meter and reported no issues. Customer knows about rate increase since May and July bills higher than past, but June bill seems excessive & out of line. She was provided our Consumer Affairs number if she'd like to pursue matter further.
141	Billing Issue	1	1	1	1	1	1	1	yes	7/29/09	Customer service was very poor.	Customer stated she was being "double" billed (prior months total carried forward because the company said she did not pay). She told the CSR she had proof of payment but was threatened with disconnect. She paid the amount she was told to pay to avoid disconnect. I asked if the matter has since been resolved and she indicated "not really." I asked if she'd like to file a complaint with our Consumer Affairs Division and she declined. She did state that the Aqua CSR was very rude and she would switch water companies if she could. <u>Reviewed Voice Recording from 5/26/09</u> - Notes attached to survey.
142		1	1	1	1	1	1	1	yes	7/30 & 8/4	Aqua water is awful it is not fit for no human being to drink or even wash car with. We need new company.	Tried to reach customer on 7/30, left 2 VM messages. 8/4 - Left another VM advising reason for call. Also advised I would not call again, thanked them for filling out survey and left my contact information. <u>Reviewed Voice Recording from 5/26/09</u> - Notes attached to survey. Customer did not list Issue.
143												
144	Billing Issue	1		1	1	1	1	1			Customer service representatives were very rude and unprofessional. Customer service man who came to our house was very polite and helpful. His name is Eddie.	<u>Reviewed Voice Recording from 5/26/09</u> - Notes attached to survey. Customer did not rate company on knowledge.
145												
146												
147												
148												
149												
150												
Mean		3.05	2.47	2.35	2.05	2.05	1.70	1.80				

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date Followed Up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
151												Returned undeliverable.
152												
153												
154												
155												
156												
157												Returned undeliverable.
158												
159												
160												
161	Billing Issue	1	2	1	1	1	1	1	yes	8/13 & 8/20	1) Lack of concern. 2) Did not seem to want to resolve the issue. 3) Very short, abrupt & rude. 4) Did not follow up as promised.	Unsuccessful call attempts made on 8/13 and 8/20. Both occasions, left VMs. Final call (on 8/20), M Barrett thanked the person for participating in the survey and provided contact info. Reviewed Voice Recording from 6/2/09 - Notes attached to survey.
162												
163												
164	Other	5	5	5	5	5			yes	8/27/09	My call to Aqua Utilities was not to complain about service or quality - Both are fine. I called about complaint made to TV station stating that our water quality is bad. It is NOT - my husband & I have been drinking the water from the tap for years. My complaint was that the complainers should have their own pipes checked. Aqua Utilities has done the best job of any of the owners.	This customer is on the Chuluota system and has no complaint whatsoever with Aqua. In fact, she states that Aqua has done more maintenance in the short time they've owned the system than the prior owners ever did. She called Aqua because she wanted them to know that her water was just fine, in sharp contrast to reports in local television and other media outlets. Customer did not rate all categories.
165												
166												
167												
168												
169												
170												Returned undeliverable.
171												
172												
173												
174												Returned undeliverable.
175												
176	Other	5	5	5	5	2	3	4			Cannot understand why the water ran for 5 days when the maintenance crew started it. Or why it takes 5 men, 2 large maintenance trucks and a pickup to replace a seal.	
177												
178												
179	Poor Water Quality	4	3	4	3	3	1	4	yes	8/18/09	My problem was caused due to the limestone in the water. My plumbing developed numerous leaks & I had to replace all plumbing beneath the house and purchase a new water heater due to excessive limestone buildup. Due to water leak, my bill was too high. I was unable to pay it. I have had to make payment arrangements in addition to my already high monthly billing.	Also marked "Other" - see below (comments). M. Barrett made contact with this customer on 8/18. I thanked her for participating in the survey and explained the overall objective of our "customer service" review. She still has "quality" concerns, which is a Department of Environmental Protection Agency (DEP) matter. I provided relevant info to the customer, including contact info for the DEP.
180	Billing Issue	1	1	1	1	1	1	1			My bill rose last June and this June. Why? The representative who answered the phone was not helpful. I asked to speak to someone else, he said they were just going to give me the same answer. I did eventually talk to a representative who was polite. The next bill I received was back to normal. Why?	Reviewed Voice Recording from 6/9/09 - Notes attached to survey.
181												
182												
183												

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date Followed Up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
184	Other	3	1	3	1	1	1	1			Received several boil water alerts. Was told everything ok. Called right back, got someone different told still in effect. Called next day, they spoke with field supervisor told still in effect. Called right back, they talked to same field supervisor and told lifted 2 hours ago.	<u>Reviewed Voice Recording</u> from 6/10/09 - Notes attached to survey.
185												Returned undeliverable.
186												
187												Returned undeliverable.
188												
189												
190	Billing Issue	3	1	1	1	1	1	1			I would like to see a reduction for people like myself that have to buy drinking water because water is noted to have dangerous chemicals in it which can affect your health. I called the company 2 times on this matter when I changed my residence. All the company is interested in is double billing per month with no explanation and then instead of working with you they threatened to shut my water off when check was in the mail.	Also marked "Other." <u>Reviewed Voice Recording</u> from 6/12/09 - Notes attached to survey.
191	Billing Issue	5	4	4	5	5	4	5			I was rude, the call center representative was kind.	
192												Returned undeliverable.
193												
194												
195												
196	Other	2	1	1	3	1	1	1			You (Aqua Source) truly use your status as a monopoly to rip off the public. Your water is poor quality and the pressure is unreliable. Service is usually unpleasant and unresponsive. To increase rates 5X for the quality and service that is received in this economy in unconscionable. You should all be ashamed. Obviously the PSC commissioners do not have Aqua Utilities.	Marked "other" and put outrageous rate increase. <u>Reviewed Voice Recording</u> from 6/12/09 - Notes attached to survey.
197												
198												
199	Billing Issue	3	1	3	1	3	3		yes	8/17/09	We need change, please help. We need city water. You can not drink this water. The company is long distance with one meter reader.	Also marked "other"-high water usage. Leak? No. This customer's survey covers a series of contacts she's made to Aqua. Her first contact with Aqua was because of an out-of-the-ordinary bill. (\$800 range). The agent scheduled a re-read, and suggested that she may have a leak. Aqua's field service tech found no leaks on their side of the meter. When a plumber found nothing on her side, she again called Aqua, and they reduced their bill by the cost of the plumber (\$200) and set up payment arrangements for her. She has paid Aqua under protest and firmly believes the \$800 bill was a goof on Aqua's part. She believes this because since that time her metered usage has fallen to sub-normal levels. Her chief frustration was that she got no explanation whatsoever for the out-of-the-ordinary bill. I thanked her for participating in the survey and explained the overall objective of our "customer service" review. I provided the FPSC's call center number to her for future reference. Customer did not rate Overall Satisfaction.
200												
201												
202												Returned undeliverable.
203												Returned undeliverable.
204												
205												
206												
207												
208												

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date Followed Up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
209												
210	Billing Issue	1	1	1	1	1	1	1	yes	08/31 & 09/01	Billed and charged for service when not in use. Had to pay.	This customer rated Aqua poorly because of their frustration with company – not necessarily because of an unsatisfactory interaction with a CSR. In late December, a mobile home burned on property this customer owned. At that time, the customer of record was not this customer, although because of the fire investigation, demolition, permitting and other matters, this customer became an Aqua customer at this address for a short period of time. I have no information on who the prior customer was or whether this customer assumed ownership – I suspect they assumed ownership because she stated that they "paid off Aqua (some \$200) and are no longer customers." This person's complaint was that they incurred charges when the lot was vacant. In this customer's mind, no house on lot should mean no charges from the utility. I provided info about the FPSC's investigation of Aqua and also the FPSC's 800# if he chose to pursue a formal complaint. Reviewed Voice Recording from 6/16/09 - Notes attached to survey.
211												
212												
213												
214	Billing Issue	2	2	2	2	2	2	1	yes	8/13/09	When spoke to representative, they stated that they will send someone out to re-evaluate the meter, there was no a no-show the first time, called back and finally someone showed up (3-5) days later. Said billing wasn't accurate with meter. Billing was charged by estimated water usage. Eventually received credit for overcharged.	Returned undeliverable. Issue w/high bills (\$400+). Stated no one is home all day. Co. did send tech. out, cust did receive a credit (meter issue). Still has high bills, doesn't understand why. Cust. doesn't want to call the co. again because they are unfriendly/will not listen. Asked AUF to investigate. Per 8/18 e-mail: In June, service tech went to home in response to a high bill. After call from PSC, area coordinator called the cust.,planned to meet her and conduct a bucket test, collect current meter readings, meter number, and ERT number. Field tech had planned to count the # of sprinkler heads that the customer has. Field techs had prepared to request that the customer turn on the irrigation system, verify the # of heads and also record the water that goes through the meter and the time it is on. Field techs were also going to investigate & verify that it is only two zones. Complete notes attached to survey. Reviewed Voice Recording from 6/17 - Notes attached to survey.
215												
216												Returned undeliverable.
217	Other	5	1	1							Problem: Killer bees in meter box, was told would take care of but never heard back. Seems bees gone now. This same problem occurred to neighbors months ago.	Customer did not rate all categories.
218		3	3	4	4	3	5	3			The gentleman I spoke to was very rude when I asked about my service.	Customer did not list Issue.
219												
220		4	2	2	3	1	1	1	yes	8/12,13, & 18	What do you do with your profits? I paid \$1600.00 4 years ago to get a new meter now you raise my bill 300% to pay for new lines. Not very fair. Why not help the people that help you.	Called customer on 8/12, left VM. Called customer on 8/13, told to try back after 5:00. Called customer on 8/18, left final VM thanking him for participating etc. Reviewed Voice Recording from 6/17/09 - Notes attached to survey. Customer did not list Issue.

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date Followed Up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
221	Billing Issue	3	3	3	2	1	1	1	yes	8/20/09	Asked for a meter reading and to go over previous bills. They wouldn't stop. Usage out of line over previous months, would not respond.	Cust. contacted Aqua on June 1 because of a meter issue. This cust. (a church) has 2 meters, one at a main location and a second at a building that is used infrequently. They suspect that the second meter had not been read in over a year. CSR was not able to explain why their usage would be in the 50-100 gallons a month range for multiple months, then jump to 2K for 2 months in a row and thereafter return to the low levels. Customer is now reading his own meter to compare with the bill. He feels the church was "ripped off" for those two months and that the church isn't getting much for its money when the base facility charges and their minimal use still means a \$15-20/month bill. M Barrett thanked him for participating in the survey & provided contact info.
222												
223												Returned undeliverable.
224												
225	Other	1	1	1	1	1	1	1	yes	8/27/09		Survey addresses issue from '08 regarding location of meters (2 houses, meters on opposite side of highway). He claims in early '08, a service manager told him, "yep, that's a problem, we'll take care of it." Periodically, he's called and was told "the line from our meter to your house is your responsibility," which is what he was told in his recent call. He is frustrated that Aqua has taken no action to follow through. 8/31- Troy to investigate. 9/17- e-mail from Troy: In this neighborhood, the meter is located across the street from this resident. Prior AUF manager had a discussion with customer and agreed to move his meter. Co. will accommodate his request and the meter will be moved within the next month. . . . (e-mail attached to survey) 10/2 - per cust. one meter has been moved, contractor working on moving other in near future. 10/27 - called customer for follow-up, left message advising if he needs further assistance to please contact our office. Reviewed Voice Recording from 6/18/09 - Notes attached to survey.
226												Returned undeliverable.
227												
228	Other	1	2	1	1	1	2	1	yes	9/4/09	My account was changed twice to a different address. Company allowed a change w/out my consent. Bills were not received for 2-3 mos. Disconnected water although I have been calling w/these issues.	Cust rated Aqua poorly because of their frustration with company – not necessarily because of an unsatisfactory interaction with most recent CSR. Everything is "fine" now, but for the first 4-5 months that Aqua owned this water system, this customer had billing difficulties. During 1 stretch, she went 2-3 months without a bill and when she called Aqua, she found out that it had the wrong address. She claims that Aqua changed it without her consent. At the pinnacle of her ordeal, she was disconnected for non-payment. Nonetheless, she was successful in correcting the Company's records. I thanked her for participating in the survey, and provided the FPSC's number for future reference. Reviewed Voice Recording from 6/18 - Notes attached to survey.
229												
230	Billing Issue	5		3	1	3	1	1				
231												
232												
233	Billing Issue	2	2	2	1	1	1	1	yes	8/13/09		Called customer 8/13. High bills, issues with billing before rate increase. Cust doesn't understand how his meter is read and claims no one will explain. I will ask Troy to have someone call him and explain how his meter is read. Utility has tried to reach customer at number on record. I provided the contact number on the survey to Troy on 8/19. 9/10- left message for customer to follow-up and see if issue resolved. I provided my phone # and the 800# if further assistance was needed. 9/10 – Customer called me and said everything was okay for now. Reviewed Voice Recording from 6/23/09 - Notes attached to survey.
234												
235												
236												

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date Followed Up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
237											Your records are not accurate. I have never contacted Aqua with any complaint of any kind. I'm happy.	
238	Poor Water Quality	3	2	2	1	1	1	1	yes	8/24/09	This is a recurring problem which never gets corrected. This company continues to issue reports that clearly reflect violation of water quality standards for the last 5-6 years, with lame attempts to correct these problems. When is the FPSC going to finally do something about this?!! It is unconscionable for a company to continue to charge the rates they charge without any accountability.	Customer's survey came in on 8/21. His main concern is water quality. On 8/24, M Barrett reached him by phone, and learned that he is on the Chuluota system in Seminole County. He called Aqua 3-4 months ago because of the smell & taste of his water. The agent sent a field service tech, who left a door hanger with directions. He did what was asked of him to no avail. (He had no real issue with the Aqua customer service rep.) He states that Aqua water is substandard and fails in several measures. He states that the Florida Water System (previous owners) had none of the quality issues Aqua has. I told him the Department of Environmental Protection may also be a resource to consult regarding quality concerns, and thanked him for participating in the survey. Reviewed Voice Recording from 6/19/09 - Notes attached to survey.
239	Billing Issue	2	1	2	1	2	2	2	yes	9/10/09	No conscience in their answers to a person's questions. Don't read meter, sewage rates <u>way</u> too high, not there to use sewage still charged for it. Snow birds are getting robbed, have to buy bottled water for coffee & tea because of film on the top, can go on and on. Thank you.	Also marked "Poor water quality." M. Barrett spoke with this customer on 9/10. This customer believes Aqua charges similar customers different rates; he cited generically to 2-3 neighbors that have bills that range from \$20-200 per month; his base charge is \$50. Without providing specifics, he stated that Aqua call center agents perform inconsistently – some are good, some are not-so-good. He objected to paying the base facility charge when there is no water usage, and he stated that no agent has been able to explain that to him yet. He also referenced a quality concern on the survey as well as on the phone call. Overall, he believes Aqua is "a poorly run company." M. Barrett thanked him for participating in the survey, explained the overall scope of the customer service review and provided the FPSC's call center number for future reference.
240	Other	5	5	5	5	5	5	5				
241												
242	Billing Issue	1	1	1	1	1	1	1	yes	8/14/09		M. Barrett spoke with this customer on 8/14. I thanked him for participating in the survey and explained the overall objective of our "customer service" review. He informed me that the Aqua agent was rude, curt and unprofessional. He's had no further contact with Aqua since June. Reviewed Voice Recording from 6/2/09 - Notes attached to survey.
243												
244	Billing Issue	1	1	1	1	1	1	1	yes	8/13/09	Rude! Would not listen to my complaint. I pay my bill yet I buy bottled water. I appreciate it if I can explain why I gave all 1s on your call center.	Cust. states that she called at least 2 times about high bills. When new meters were delivered, she saw them get tossed on the ground, believes meters are damaged. She called asking if meter could be damaged, spoke to CSR Brian & he was rude-did not listen. Cust. asked to speak w/a suprvsr & tele # for higher up-CSR would not give that info. Cust then told Brian that her neighbors bills are lower, he questioned why she talked to neighbors about her bills. Cust. bills were high after new meter, decreased since rate increase. Cust claimed she has done nothing different yet her bills are lower. Cust thanked me & told me how relieved she was to see our survey because she felt someone was listening. AUF to investigate. Per e-mail 8/18-a field tech went to her residence last month to check meter. Will send someone out Tues. to check the meter again. (e-mail in file) 9/10- Spoke to cust. & she feels issues are resolved, field tech was very courteous. Provided PSC 800#. Reviewed Voice Recording from 6/19 - Notes attached to survey.
245												

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date Followed Up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
246	Billing Issue	1	2	1	1	1	1	1	yes	8/17/09	Very rude, blatant lying, took 7 months of constant phone calls & finally received a credit for \$36.00 due to their mistake. I dealt with many customer service reps & 2 different supervisors.	Cust contacted Aqua on June 19 th & June 23 rd because she had 2 accounts – a dormant one and an active one. The dormant account had a credit balance, and she had repeatedly asked Aqua to transfer the credit to the active account. She claims it finally happened in her July bill, but that it took 7 months and 5-10 phone calls! She claimed “a few” of the customer service agents were courteous and professional, but “most” were not. I thanked her for participating in the survey. Reviewed Voice Recording from 6/19/09 - Notes attached to survey.
247	Billing Issue		2		1		1	1	yes	8/13 & 8/21	I realize the water rates were raised from last year-but I fail to understand how my water can go up 3xs the amount when I have cut back the amount of watering of my lawn, I live alone, etc. It's a Rip off! I don't believe my water is actually being read. I think it's being <u>guessed!!</u> Everyone else's water bill in the neighborhood runs about \$30-40 & they use way more water than I <u>do!</u>	Customer did not rate all categories. Laura made 2 attempts to reach this customer on 8/13. Mike made 1 as well on 8/21. Left VM thanking them for participating & provided FPSC contact info.
248												
249												
250	Billing Issue	2	2	1	1	2	2	2	yes	8/13 & 8/21	At first the customer service rep was hesitant to properly address my concerns. The CSR was somewhat polite but sounded confused and did not readily accept what I was asking. Eventually with my persistence, he agreed to send someone out to read my meter. My bill then increased.	Attempted to contact cust on 8/13 & 8/21 (left VMs). In message, the customer was thanked for participating in the survey and provided the FPSC # for future reference. Customer called on 8/27. He believes his meter is not read . . . just estimated (900 gallons a month). Every time he calls Aqua asking about the meter, they send someone out and his bill increases. When he asks the representatives why, they do not have an answer and do not seem to be very knowledgeable. Customer claimed they are very consistent with the amount of water they use. I provided him information about the Commission's Monitoring Plan, including reviewing meter readings. Customer did not want any further follow-up at this time but was happy to take our 800#. Reviewed Voice Recording from 6/22/09 - Notes attached to survey.
251												
252	Billing Issue	3	3	3	1	2	1	1	yes	8/24/09	Service was not the problem. My bill went from \$48 to \$90 in about 4-5 months. I am not using any more water per month than I have in the past. I have all my records.	Survey respondent she is in the “Jasmine Lakes” subdivision, Pasco County. She called Aqua in June to have the billing explained to her (went from the high \$40s to about \$80/month). Her interaction with the agent went great; she had no issue with customer service or with the utility's service. Her frustration stems from the fact that she has reduced her use of water as much as possible, yet her bill is more than its ever been! She acknowledged that the new structure (rates tiers) could promote lower water use – she just thinks the rate increase was excessive and that “Aqua’s taking advantage of people.” I explained the purpose of the survey, thanked her for participating and provided my contact info. Reviewed Voice Recording from 6/22 - Notes attached to survey.
253												
254												
255												
256												
257												
258	Billing Issue	5	5	4	5	4	2	3			We are trying to work the matter out. My bill for a few months was very high without any explanation as to why.	
259	Billing Issue	5	5	5	5	5	5	5				
260												

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date Followed Up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
261	Billing Issue	3	2	1	1	3	1	2	yes	8/19/09	Called about water leak near street. Didn't turn off until the next day. The tier system approved was so low you essentially allowed them to double or triple our neighborhood bills.	His survey response was about his experience in reporting a water main break. He thought the company could have responded to that incident faster than they did. While the Aqua agent had him on the phone, the agent looked at his bill and explained the rate change. Although the water main break was the main reason for his call to Aqua, he stated that his main issue with Aqua is with what he pays month in and month out. He claims that in 8 year's time, his water bill has increased ten-fold. He acknowledged that Aqua explained the rate tiers and he understood them, but stated that the rates themselves are "just too high." I thanked him for participating in the survey.
262	Wastewater Issue	5	5	1	1	1	5	5			Had to call a second time to correct the water leakage. At that particular time they returned to fix the problem that same day.	
263												
264												Returned undeliverable.
265												
266	Billing Issue	1	1	1	1	1	1	1	yes	8/21/09	They have the worst customer service ever. When your water bill is \$300 a month, there must be a leak. I asked for someone to come out & check for a leak. I was told, "There is no leak that is how much water a family of four uses. When two of the family are toddlers.	The customer described 2 interactions she had with Aqua, but stated that the survey was for the first. The first call to Aqua was to ask about July's high bill; she thought the bill was inaccurate. The agent said "that amount of consumption is about right for a family of four," and made no offer to have the meter checked or anything like that. The second contact came a month later. The August bill was higher than July's. However, the Aqua rep for the 2nd call was much more cordial than rep#1. The customer appreciated that rep#2 at least offered payment arrangements to the customer. I thanked her for participating in the survey and provided the FPSC # for future reference. Reviewed Voice Recording from 6/23/09 - Notes attached to survey.
267												
268	Billing Issue	2	3	5	5	5	5	5	yes	9/9/09	Asked why bill for the month tripled and daily usage was over 900 gals a day. Did not get an answer.	"About three months back," the customer got a bill that was 3X what he considered normal (about \$50/mo). He didn't recall any extraordinary activity to warrant usage of 900 gallons/day. He called to complain, checked for leaks, and Aqua reportedly verified his bill as accurate. He paid the large bill and a couple of times thereafter has called the company to ask about why his bill would triple in 1 month. He stated that "he never got a satisfactory answer." In each of the past 2-3 bills, his charges have fallen back to the "normal" range. Thanked him for participating in the survey and gave him FPSC call center info for future reference.
269												
270		5	5	5	5	5	5	5	yes	8/12/09		Spoke with customer and she had no issues . . . "everything is fine." Customer did not list Issue.
271												
272												
273												
274												
275												

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date Followed Up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
276	Billing Issue	3	3	1	2	2	3	2	yes	9/11/09	I was told after I read the meter and it was about a week before it was due he actually told me that it would be due shortly anyway and I told them I wasn't going to give them over \$100 more than what was actually due.	This customer had a billing-related matter that spanned multiple months. His customer satisfaction survey does not reflect an "individual" interaction with Aqua's call center; he stated that the intent of his survey was to share his "overall" satisfaction. This customer talked with several agents over about 1 years' time, and none of them were able to resolve this matter for him. He believes he was fortunate to finally get his issue resolved because a company rep in attendance at a Winter Haven customer meeting took it on. According to the customer, in 2007, the meter serving his commercial building was resized (from 1 inch down to ¾ of an inch), which should have prompted a credit adjustment that was "promised" but never delivered. He believes Aqua is billing him correctly at this time. Thanked him for participating in the survey, explained the overall scope of the customer service review, and provided the FPSC's call center number for future reference.
277	Billing Issue	2	1	1	2	1	2	1	yes	8/12&8/13		Also marked "Other." 8/12 - Left message on v.m. 8/13-Cust upset, big change in bills (47.05 to 226.28). Called company, CSR didn't care-blanket statements about rate increase. Cust asked to speak to supervisor but CSR would not transfer. Cust finally talked to a supervisor (John) - he didn't seem concerned either. Meter finally tested – took 6 weeks. Cust very upset with the company's attitude and how many phone calls she had to make to get answers. <u>Reviewed Voice Recording</u> from 7/6 - Notes attached to survey.
278												
279	Billing Issue	4	2	1	1	1	1	1	yes	8/17/09	Complained about higher than usual bill. Company says we used water but we didn't. Company made no attempt to determine cause of excessive bill. Water use was 2X normal for 1 month.	Customer contacted Aqua on June 22 nd because of a high bill. Company's response was to have the meter checked & read again. Aqua found no leaks on its facility & made no billing adjustment. Poor survey marks are the result of the customer's belief that Aqua "did nothing" to investigate the anomaly of one bill, which had doubled his normal usage. Since that time, his usage has actually fallen to below what he believed to be his "norm." I thanked him for participating in the survey & explained the objective of our "customer service" review. I provided the FPSC's call center number to him for future reference. <u>Reviewed Voice Recording</u> from 6/25/09 - Notes attached to survey.
280												
281												
282												
283	Poor Water Quality	3	1	1	1	1	1	1	yes	8/13 & 8/21		Also marked "No water." Called cust on 8/13, left VM, spoke to customer on 8/21. Cust contacted Aqua regarding a "boil water" notice. The CSR stated that the utility was doing some mandatory testing, but cust. wanted more specific info. (i.e., how long he'd been under a "boil" advisory, when it was lifted, how the utility advised its customers, etc). The agent was not responsive in answering those concerns. I thanked him for participating in the survey. <u>Reviewed Voice Recording</u> from 6/24/09 - Notes attached to survey.
284												Returned undeliverable.
285												
286	Billing Issue	2	3	3	3	2	1	2	yes	8/19 & 8/20	I have been getting bills very high. They haven't been reading my meter and charging me very high rates for no reason. I have lived here for 13 years and never had that many problems like now! They are always wanting to shut my water off! The problem is still going on! My bill was always \$30 and now \$100. (Why)	Also marked "Poor water quality." No answer, 3 attempts. Left VM thanking her for participating in the Aqua survey, and also the FPSC's 1-800#.
287												
288												
289												
290	Wastewater Issue	5	4	5	5	5	2	5			Excellent	
291	Other	4	4	3	4	3	4	4			Communication not great between local service person & Aqua.	
292												

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 = 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date Followed Up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
293												
294												
295												
296												
297												
298												Returned undeliverable.
299	Billing Issue	3	2	3	1	2	1	2	yes	08/19 & 8/20	New meter was installed without prior notification. Question: How 59,000 galloons water was used.	Also marked "Other." No answer, 3 attempts. Left VM thanking her for participating in the Aqua survey and also the FPSC's 1-800#.
300	Billing Issue	1	1	1	1	1	1	1	yes	8/13/09	There was no effort to understand or listen to what I had to say. I felt like I am talking to a robot that is programmed to answer a certain way. I was promised a phone call from a manager. It did not happen. After I wrote several letters, I finally got a response.	Spoke to husband, upset by the company's "could not care less" attitude. Wife called co. many times, they never called back or sent info. on new rate structure as promised. Cust told by CSR "you had it too good for too long." Also, field tech did not show up on day scheduled. Neighbor told cust not to bother contacting PSC w/complaint because all the PSC does is forward the e-mails to the co. Cust commented on former PSC employee being hired by Aqua to "help Aqua get more money." Husband asked that I call wife because she made many of the calls. Spoke to wife. Very upset that they never received letter about increase - would have changed behavior prior to increase if they knew the structure. She finally received letter after 2 months - CSRs don't listen, customer stated it's like talking to a robot. Customer also noted that the letter explaining the new rate structure was unclear. <u>Reviewed Voice Recording</u> from 6/16/09 - Notes attached to survey.
Mean		2.95	2.43	2.39	2.23	2.19	2.00	2.12				

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date followed up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
301												
302												
303	Billing Issue	5	3	3	2	5	5	1	yes	9/22/09	I spoke with 6 CSRs on 6 different dates. Each was courteous; each re-explained the problem and re-stated what needed to be done. I requested to speak with a supervisor & my problem was solved, <u>not</u> because the CSRs didn't try but because <u>each one</u> had to start over.	This customer gave Aqua the lowest mark on the "overall satisfaction" question, even though her issue was eventually "resolved." She gave very positive feedback for the customer service agents, but was frustrated that the respective notes were not as thorough as she'd have liked. As a result, she had to "tell her story" over and over again with each new agent (she spoke to 6 agents between April and July). In April, this part-time residential customer received an erroneous notification that her meter had been resized (from ¾ to 1 ½ inches), which kicked her into a high-volume rate class. According to the customer, the agents acknowledged that she incurred some charges under the higher rate class and understood the need for getting Aqua's records straightened, but were unable to make the needed changes to resolve the issue. Supervisory intervention was necessary. M. Barrett thanked her for participating in the survey and explained the overall scope of the customer service review.
304												
305												
306												
307												
308												
309												
310												
311												Resent with correct lot number on 9/29.
312												
313												
314												Resent with correct lot number on 9/29.
315												
316												Resent with correct lot number on 9/29.
317	Billing Issue	5	3	2	3	1	1	1	yes	9/29/09	None!! No feedback for over 30 days!! Meter removed. Account on hold. No response!! PLEASE HELP!!!	Also marked "Poor water quality." Cust. has an issue from May/June regarding bill with usage of 40K a month; he claimed a "normal" is 12K. Aqua advised cust. to hire a plumber. He stated that two plumbers couldn't find leak and suspected a faulty meter. An Aqua tech asked for and was initially denied permission (by his own company) to bench test meter. The cust. claimed it took several calls to reps & supervisors to get meter pulled. Billed usage has since return to the 12K range. Pending the test results, account was placed on a "hold" status. His biggest issue with Aqua was that "no one calls" as they promise. In fact, as recently as today, the customer called Aqua to get the results of the bench test from July. A secondary issue is that the Aqua rep's are not taking notes, cust. aggravated that he or his wife must "tell their story" to each new rep they encounter. He claimed to have previously contacted the FPSC, although I did not find a record of it in CATS. He was aware FPSC is monitoring Aqua. I thanked him for participating in the survey.
318	Other	4	4	5	5	5	5	5			I'd just like the FPSC to know at a time when everything is questionable, they still work hard to please customers. Unbelievable - beginning of weekend and they stayed in touch several times to let me know what was happening. And she called to make sure the next day that our service was still satisfactory.	Marked "Other" - "Water flow was slow."
319												

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date followed up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
320	Poor Water Quality	4	3	4	5	3	3	4			The poor water quality has been bad for the eight years we've lived here. We had to buy water for drinking for about 3 yrs. Even with a filter on the refrigerator. Now it seems to be better. The no water was in May and they didn't call to tell us they would be shutting our water off for the morning. When I called them, they did know it was being worked on.	Also marked "No water."
321	Poor Water Quality	5	4	1	2	1	2	2	yes	9/21/09	The people I talked to on the phone were very nice and cordial. I called at 10 pm for help to stop a bad leak that developed. I called again about 2 am the next morning & was told they were having trouble finding a person on call. I finally called a private company who came out & stopped the leak. I never heard from Aqua again. When I got the bill for \$200 I wrote them for an adjustment & didn't hear from them but the next bill showed an adjustment of \$75. If you have any questions, my phone # is XXX-XX-XXXX.	Also marked "Other" - water leak between house & meter. Cust. gave Aqua lowest marks on responsiveness & effort because they didn't respond to an after-hours emergency. In July, at about 10 PM, cust. found leak between meter & house. Attempted to shut off water at meter; however, was not able to & called the afterhours emergency #. Four hours later, cust called again & was told by CSR that Aqua could not reach anyone to respond to his call. He called a private company to shut off the water & ultimately made his own repair. He claimed that CSRs were nice & courteous, but was disappointed that the co. did not communicate with him the night of his emergency & later when he sought a credit related to the leak. Cust. received \$75 credit. However, he was not notified & only learned of the credit when he received his bill. Thanked him for participating & explained scope of PSC review. Cust. has contact info for the FPSC. <u>Reviewed Voice Recording</u> from 7/6/09 - Notes attached to survey
322												
323												
324												
325												
326	No Water	5	5	5	5	5	5	5			Very pleased with the service I received. Thank you so much for the great service.	
327	Billing Issue	1	1	1	1	1	1	1	yes	9/25/09	Whenever you call they are very defensive and have no regard for any circumstance. I think the biggest issue is how much it costs. In this economy - it's a struggle - we all use the bathroom and then flush to save money, that's pathetic. We also don't drink the water. We buy bottled water to drink.	Also marked "Poor water quality." M. Barrett reached cust. on 9/25. Although "billing and quality" were circled on the survey, cust. discussed with me a wastewater issue. Customer called Aqua in late July/early August, all 3 topics were discussed. Customer expressed to Aqua her belief that: 1) water and sewer rates are just too high in comparison with other neighboring systems; 2) quality is suspect; Aqua's product might be safe but she only uses it only for bathing; 3) the wastewater system is deficient in some way because during heavy rain events, the customer has experienced backups. According to the customer, Aqua's agent was rude on this call. The agent conveyed to her that "someone will get back with you," and no one did. She contended that there was no call, no letter, no follow up of any kind. M. Barrett thanked her for participating in the survey, explained the overall scope of the customer service review. In addition, the PSC's 800# was given for future reference. <u>Reviewed Voice Recording</u> from 7/6/09 - Notes attached to survey.
328												
329	Billing Issue	2	1	1	1	1	1	1			It doesn't matter, we have spoken before and <u>nothing</u> has been resolved. My bill just keeps getting higher & higher. I am sick over the way my bill keeps going higher & higher. The sad part is that on top of paying my bill, I have to buy water to drink. I would never drink the water from my faucet.	Also marked "Poor water quality." <u>Reviewed Voice Recording</u> from 7/7/09 - Notes attached to survey.
330												

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date followed up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
331	Billing Issue	5	3	4	5	4	5	4			All reps were courteous - I think I had called late in the day: My question was answered the next day - and I got a follow up call some time afterward. (Independent survey?)	
332												
333	Billing Issue	5	5	5	5	4	5	5				
334												
335									Cust. contacted PSC	9/14/09		Cust. called PSC on 9/14 after receiving survey. He had a leak at the meter (on his side) but believes it is Aqua's fault because the actual meter broke. He stated an Aqua rep. admitted it was their fault. 9/15 - Asked Troy to investigate. Per 9/17 e-mail from Troy: cust. called several times regarding a meter leaking issue. An AUF technician went to the site and determined that there was a leak on Aqua's side. This leak did not affect the amount of water running through the meter that the customer would be responsible for. The leak was repaired. Cust. then called about a credit. We then called our tech on August 4, 2009. The tech reiterated that he did fix the leak on Aqua's side and that it did not affect the usage on the customer side; therefore, a credit is not due. This customer was turned off for non-payment. However, on September 2, 2009, reconnected by paying his bill. 9/22 - called Mr. Scott to follow-up, left VM. 9/29 - called again left VM advising will not call again but provided my contact info. & 800#.
336												
337	Billing Issue	5	3	5	5	5	5	3	yes	10/23/09	Did not understand how the adjustment was achieved.	Spoke to cust., she asked that I call her back so she can gather her bills. 10/26- Cust. faxed billing info. Received a \$2400 bill, then an adjustment- can't figure out how co. calculated the adjustment, looking for an explanation. Per 10/29 e-mail from Troy: Aqua corrected the bill and explained this to cust. on July 10 & July 15. Cust. was called again on October 28 and company explained that they had been billing her incorrectly due to reading the incorrect ERT. Problem corrected and bills cancelled - - subsequently re-billed for the true consumption. This gave her a credit on her account. She stated that when she uses her irr. system, her bill gets higher and she will have someone check her system for leaks. She asked about the new rates while on the phone and this was also explained. She now understands her bills and the credit on her account. (e-mail attached to survey) On 11/2 called cust. to follow-up - left msg. asking her to call if she still needs assistance. If we do not hear from her, will assume all okay. Thanked her for her participation.
338												
339												Returned undeliverable.

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date followed up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
340	Poor Water Quality	5	5	5		1	1	1	yes	9/15/09	Customer service is good but I was upset when my waterline broke and I had to pay all that money. It was not my fault it broke. (I rent this home.)	This customer is no longer an Aqua customer, but gave Aqua low marks for its actions on "a leak adjustment" matter in July. As noted on the survey, the company got "outstanding" marks for its customer service agents. This customer was in a rental property that had a line break on the customer's side. After the line was repaired, the customer received a \$300 bill, which was paid under protest. He contacted Aqua to see if it would make a goodwill adjustment to his account to partially recoup repair expenses. According to Aqua's complaint log for July, an Aqua agent told this customer on 7/13 to "send in documents for review," which this customer did, including photographs. The customer is angry with Aqua because there has been no follow-up with him on this matter. M. Barrett thanked him for participating in the survey.
341	Billing Issue	3	4	3	2	3	2	3	yes	9/14/09	I believe we are overpriced for the quality of the water supplied. The water turns the toilets brown and cleaning is continuous.	Also marked "Poor water quality." Spoke with this customer on September 14th. This customer circled "billing" and "quality" on his survey response. He believes that his bill is too high and questions the accuracy of their meter. He had a plumber fix a small leak, but did not see a measurable change in his bill. On the quality front, he stated that he filters the water before drinking it and has to constantly clean sinks and toilets due to brown properties in his Aqua water. Thanked him for participating in the survey, explained the overall scope of the customer service review and provided the FPSC's call center number for future reference. I also advised him that Aqua can test his meter and/or the quality of his water, upon request. He said he'd keep it in mind.
342												Returned undeliverable.
343												Returned undeliverable.
344												
345	Billing Issue	3	1	1	1	1	1	1	yes	10/26/09	Even supervisor could not explain invoice. Received credit bureau notice before receiving invoice. Received 2nd invoice but no explanation. Told we are being charged \$27 monthly fee for use - our park installed all of the pipes, etc. not them!! Did not see where credits \$178.27 nor \$202.52 used in total May 1st invoice nor \$418.33 or \$202.52 on August invoice. Do they have a right to charge us for pipes we have already paid for & installed? This is not shown anywhere on invoices. No credit given for estimated invoices paid.	10/26-left message 10/27 - tried to reach customer twice - left message thanking them for participating and provided our 800# for future reference.
346	Poor Water Quality	4	4	4	4	4	4	4				
347												
348												
349												
350	Other	5	5	5	5	5	5	5			My only complaint was after being in our new residence, I was concerned about maybe getting a bill for two months. It was explained to me that it took a little longer to get the meter read the first time & also explained when the billing was scheduled. We really like the water and the bills are scheduled as described to me when I called. Thank you.	
351												
352												
353												
354	Poor Water Quality	2	3	4	5	4	4	4				

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date followed up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
355	Billing Issue	1	1	1	1	1	1	1	yes	9/22-24/09	The rate increase of 400% to Aqua Utilities has caused undue hardship to our family. We may soon find our water shut off and have no alternatives.	Customer's phone not accepting calls: 9/22 10:00 a.m.; 9/23 9:30 a.m.; 9/24 11:05 a.m. Reviewed Voice Recording from 7/15/09 - Notes attached to survey.
356	Billing Issue	1	1	1	1	1	1	1	yes	9/18/09	Matter was not resolved. Very, very poor service. Not satisfied At ALL.	Cust gave Aqua the lowest marks on every category and described 2 occasions he called Aqua: First, in June, he had a repair issue at his residence (broken faucet) that went undetected for 4-5 hours. When the higher-than-normal bill came the following month, he called to pursue an adjustment. CSR told him that repair receipts were needed in order for the adjustment team to look at his request. However, this customer made the necessary repairs himself, so he had no receipts. He stated that the agent had a "made up my mind already attitude," and was unmoved by his story. In that instance, he got no adjustment. Second, he inadvertently underpaid a bill recently by writing his check for the wrong amount. In the following month, he incurred a "late fee" for carrying over a balance. He was pleased, however, that Aqua removed the late fee for him. Thanked him for participating in the survey and explained the overall scope of the customer service review. Reviewed Voice Recording from 7/15/09 - Notes attached to survey.
357	Billing Issue	3	1	1	1	1	1	1			Under "Would you like the PSC to contact you," customer wrote, "They did and I still had to pay a \$800 water bill." Also wrote, "we need to be connected locally to GR Utilities here in Gainesville, FL, someone locally.	Reviewed Voice Recording from 7/15/09 - Notes attached to survey.
358												
359												
360												Returned undeliverable.
361	Billing Issue	4	3	1	3	1	1	1			Still not resolved! Billing problem since June 2009. Issue is still not resolved. Their error in reading meter using new ERT.	Reviewed Voice Recording from 7/16/09 - Notes attached to survey.
362												
363												
364												
365	Billing Issue	5	5	5	5	5	5	5			1. Billing - I under paid bill by .02 cents = service charge \$5. They removed the service charge because of my record of timely payments. 2. Water main repaired - wanted to know how long water would be off.	Also marked "No water."
366	Billing Issue	1	1			1	1	1				Reviewed Voice Recording from 7/16/09 - Notes attached to survey. Customer did not rate all categories.
367												
368												
369	No Water	5	4	5	5	5	5	5	yes	9/18/09	Service ok. Water bill <u>too</u> high - 900 gal. \$63 - no shower - 1 month - watch every drop - water quality not so good - can't drink or cook with it.	M. Barrett spoke with this customer on September 18th. This customer gave Aqua the highest marks on all but one category and had complimentary words for the call center staff. She stated that her recent contact was an improvement over the last time she'd called the water company (which would have been under the former owners). When she reported "no water," the Aqua service agent dispatched a field tech, who told the customer that the outage was temporary due to a maintenance activity he was performing on the main. M. Barrett thanked her for participating in the survey, explained the overall scope of the customer service review.
370												
371												

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date followed up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
372												
373												
374												
375	Poor Water Quality	3	3	4	3	4	4	4			Not only should you worry about customer care, but also how much money you're billing customers. Our bill about 2 months ago was \$175 for 2 people. We don't water plants no more because of this.	
376												
377												
378	Billing Issue	1	1	1	1	1	1	1	yes	9/22/09	Just leased house, had several leaks in line and didn't know it. Had to repair and requested leak adjustment. Also wanted a new water meter put on. I had Aqua Utilities where I rented before. Never bill this high.	Also marked "Other." Customer leased a home not knowing of leaks on customer's side of the meter. Customer has filed for a leak adjustment credit, which has not been incorporated into current bills. Aqua has customer on a payment plan to pay off the high bill resulting from the leaks.
379	Billing Issue	2	3	1	4	4	5	5	yes	9/16/09	They gave me the run around about my July bill (too high!). Also moved the date the bill was to be paid even after I told them I was on a fixed income (Social Security).	Cust had two concerns: first, a bill that she felt was "\$20 higher than normal," and second, that Aqua changed her billing cycle, which forces her to incur late fees. Aqua stated that the high bill was generated from an actual meter reading and suggested she check for leaks. She did this and found no issues. Because subsequent bills have returned to "normal," she is not really concerned about that high-usage month. She marked "responsiveness" on her survey as poor because of the late fee issue. She claims since Aqua changed her due date cycle, she is now forced to pay late. She believes that Aqua's agent was indifferent about this concern. She claimed to be current with Aqua at this time, although not happy about incurring late fee. M. Barrett thanked her for participating in the survey, explained the overall scope of the customer service review and provided the FPSC's call center number for future reference.
380												
381												
382												
383												
384												
385												
386												Returned undeliverable.
387												
388												
389												
390	Other	5	4	4	4	4	4	4			Main sewage pipe keeps "blocking up"	
391												Returned undeliverable.
392												
393												
394												
395	Billing Issue	4	3	3	3	2	1	2				
396												
397												

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date followed up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
398									Cust. contacted FPSC	9/15/09		Cust. called after receiving survey (issue with high bills). She stated Aqua told her when establishing service that the mo. bill would be about \$30-45 for a family of 4 - not told about sewer charges. Bills in excess of \$500-600, currently owes more than \$2600. Co. offered her a pmt. arrangement but she declined - If she has to pay more than \$100 per month she expressed she would move & not pay. Issues with leaks at the property. Prop. manager hired plumber. At one time, a small leak was found in the yard & repaired. Prop. manager noted that given the amount of water supposedly consumed, there should have been standing water in the yard or house should have flooded-but there is plumbing running to a dock & water could be running into the river & not noticed. Prop. manager authorized to speak on tenants behalf, faxed me copies of docs that were also faxed to Aqua. On 9/16 asked Troy to investigate. On 9/17 & 9/22 received e-mails from Troy, attached to survey. Spoke prop. manager and he believes issue is resolved -- will call if he needs our assistance.
399	Wastewater Issue	1	3	1	3	1	1	1	yes	9/22/09	Customer service was very poor and they did not attempt to resolve my issue.	Also marked "Other." Cust. gave Aqua low marks because of her experience in the company's response to her leak adjustment. In June/July, customer received a \$300 bill, which is well above what the customer regards as "normal." When the customer found and replaced a leaky garden hose, she called Aqua to pursue an adjustment. She claims Aqua's agent gave her info on adjustments, but took no interest in solving her problem. The customer followed the instructions given and when she heard nothing in a week or so, she called Aqua again. On that call she was informed that her claim was rejected. She requested a supervisor and that person said the same thing. The only "solution" that she was offered was to set up a payment plan, which angered her. She paid the bill under protest, and her bills since then have returned to "normal." Thanked her for participating in the survey, explained the overall scope of the customer service review and provided the PSC's call center #. Reviewed Voice Recording from 7/21/09 - Notes attached to survey.
400												Returned undeliverable.
401												
402												
403												
404												
405	No Water	1	1	1	1	1	1	1	yes	9/22/09	Water was shut off because of leak next door. Burned up my water heater. I called & reported no water & was told they were aware. Called back about water heater & was told water was never off. Asked for a return call from supervisor & never got a call.	Customer reports hot water heater burned out because she tried to run clothes washer when water was shut off to house. Cut-off apparently attributable to a leaking meter next door, which ostensibly had Aqua temporarily shut off the main. Customer reported calling to tell Aqua she had no water, CSR acknowledged same. In subsequent calls, according to customer, CSR said water was never cut off. Customer asked for call-back from supervisor, which was never received. Aqua call records indicate that customer called 7/22 to report outage and was told there was a main break affecting service. 9/25-Spoke to Troy, he will investigate. 10/2 - E-mail response received-staff needs to investigate further. KB corresponded with water tech. staff. Customer contacted 10/14. Explained company's position and response of technical staff. Reviewed Voice Recording from 7/22/09 - Notes attached to survey.

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date followed up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
406	Billing Issue	3	2	1	1	2	1	1	yes	9/16/09	See notes attached to survey.	Cust received a very large bill in early June, which was found to be attributable to a leaky irrigation component. As a goodwill gesture, Aqua authorized a credit adjustment of \$136.50, & set up a payment arrangement. Customer asked for credit over & above the amount noted, but that request was denied. Customer stated that although she met the requirements of the payment arrangement, Aqua turned off her water in mid-August. She claimed that Aqua's in-house notes were not properly maintained to reflect a late July payment & this deficiency triggered the service interruption. She stated that Aqua acknowledged their mistake, & waived reconnection fees. She claims to be current with Aqua at this time. M. Barrett thanked her for participating in the survey, explained the overall scope of the customer service review & provided the PSC's call center number for future reference. Reviewed Voice Recording from 7/13/09-Notes attached to survey. VR from 7/21 not available see e-mail from Troy attached.
407												
408												
409	Billing Issue	1	1			1		1				Reviewed Voice Recording from 7/23/09 - Notes attached to survey. Customer did not rate all categories.
410	Billing Issue	5	5	5	4	3	4	4	yes	9/15/09	There was a very high water usage reading. They said they could not send anyone to check the meter for accuracy for a week or so. If there had been a leak, I would have to pay for the water that escaped during that week delay.	9/15 - Customer received a high bill and called the utility. They told him it would be a week to ten days before someone could come out and re-read the meter or check for leaks. Customer was told he could hire a plumber if he wanted a leak check done sooner. Customer did not like that he would have to pay for a plumber when it could be a meter misread. It turned out to be a meter error - - customer emphasizes he did not like the week delay because it could have been a leak. I thanked the customer for his participation.
411												
412												
413	Billing Issue	5		5	3	5			yes	9/15/09		Resent 10/6 with Apt number provided by Troy. Circled all issues. M. Barrett spoke with this customer on September 15, 2009. Although she marked multiple items on the survey, she stated that Aqua's customer service agents are outstanding. She claimed that water quality is her top concern at this time. She stated that Aqua's water "smells like rotten eggs." I advised her that Aqua routinely tests its water, and informed her that she can contact them any time she has "quality" concerns. Although she did not cite figures, she stated that her base and usage charges have more than doubled. M. Barrett thanked her for participating in the survey and explained the overall scope of the customer service review. Customer did not rate all categories.
414												

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date followed up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
415	Billing Issue	1	1	1	1	1	1	1	yes	9/22/09	Everyone there should be fired! Read the notes on my case!	Customer reported company billing for greater usage than is actually being consumed. Since May, customer contends company is billing for 24,000 gallons, 17,000 gallons and 14,000 gallons while previous months were 4-6,000 gallons. Customer articulated clear distinction between higher bills as a result of rate increase and usage. Reported speaking with a number of CSRs, including multiple conversations with "Angela" whose attitude she describes as unconcerned, quoting CSR as saying, "Well, you're using the water." Customer had no leaks on her side of the meter and had tested all faucets and toilets in house to calculate usage. Meter replaced at customer's request - customer still does not know results of tests for accuracy of previous meter. Customer unwilling to settle current bills, which she estimates involves \$800 in disputed charges until Aqua explains how usage increased. Reviewed Voice Recording from 7/23/09 - Notes attached to survey.
416	Poor Water Quality	1	1	1	1	1	2	1				Reviewed Voice Recording from 7/20 & 21. Could not locate call for 7/23.
417												
418												
419												
420												
421												Returned undeliverable.
422												
423												
424												
425												
426												
427												
428												
429	Billing Issue										I have not called, have been in joint effort	Customer did not rate any of the categories.
430	Billing Issue	4	3	3	2	1	3	4			The water is nasty to drink and they charge too much for sewer. Too many increases (?) in water charge for little use we get out of it.	
431												
432	Billing Issue	5	5	4	5	5	5	5				
433												
434												
435												Returned undeliverable.
436												
437		1	1	1	1	1	1	1	Cust. contacted FPSC	9/14/09	Poor at best. Please call me.	Cust. called PSC after receiving survey. Cust. believes he was being overcharged for trash pick-up & lights because he received two bills in July. He believes this will result in 13 bills for the year. Asked AUF to investigate. 9/17 e-mail: The account does not indicate that he was billed twice. Cust. only charged once for street lighting & garbage in July and thus will only be charged 12 times during 2009 and not 13. Below is a summary of these bills: June 11th bill service dates were 5/5 - 6/3 = 29 days due by 7/6/09 July 8th bill service dates 6/4 - 7/6 = 33 days due by 7/30/09 Both bills are due in July—that is why the cust. believes he is double billed. 9/22 - called to follow-up, left VM. 9/29 called again, left VM noting I will not call back—provided my contact info. if he'd like to discuss. Efforts to contact cust. after completed survey filed with FPSC 10/12,13,14 unsuccessful. Msg. left w/ PSC 800 # for any further issues. Customer did not list issue. Reviewed Voice Recording from 7/29 - Notes attached to survey.

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date followed up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
438	Other	5	4	5	4	4	4	4				
439												
440												
441												Returned undeliverable.
442 (also see 496)	Poor Water Quality	3	1	1	1	1	1	1	yes	9/14/09	We had rusty water approx. 1 month ago with no advance notice. 1 load of white laundry was ruined. After that I used a laundry mat. I gave the Aqua rep a list of expenses for the ruined clothes and laundry mat expenses plus water for cooking & drinking. I have not to this day heard from Aqua. Plus my water bill from Aqua will be higher for running water after trying to clear it.	Cust. has 3 issues: 1) ruined laundry due to rust, 2) company's failure to follow-up as promised; and 3) no notice from the utility about its difficulties. The rust issue is clear now, but it went on for a month. Aqua rep told her the co. changed wells and that was the cause. Aqua rep gave her no explanation why the co. did not warn its custs. about the possibility of discolored water. Aqua employee (local manager?) told her to doc. her losses & call him so a field service employee could pick up her list. Cust. unsuccessful in reaching this person. Called. cust. service again and this time received a call from "Jean," who left her call-back number. To date, she has been unsuccessful in reaching Jean. She requested that the PSC step in to help. I thanked her for participating in the survey and explained the overall scope of the customer service review. Complaint sent to AUF for further action. Per cust. on 10/26, all issues have been resolved. Reviewed Voice Recording from 7/30 - Notes attached to survey.
443	Other	5	5	2	5	4	5	5				
444												
445												
446												
447												
448												Returned undeliverable.
449												Resent with correct lot number on 9/29.
450												
Mean		3.35	2.86	2.83	2.98	2.65	2.78	2.64				

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date followed up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
451												
452												Returned undeliverable.
453												
454												
455												Returned undeliverable.
456												Returned undeliverable.
457												
458												
459												Resent 10/1 with new forwarding address.
460	Billing Issue	3	3	1	2	2	2	2			The only satisfaction we received was a bench test for the meter. It was replaced but they said it was working correctly. Our bill was \$177 for 1 month. The only satisfaction we got was to put in a well for irrigation at the cost of \$4000. The cost of water is so high that we feel the cost of the well will pay for itself.	
461												Returned undeliverable.
462	Billing Issue	1	1	1	1	1	1	1			The reps at this company are extremely rude and insensitive. I still do not know why my bill was so large 2 mos. ago. And neither does Aqua Utilities. My bill has went back to normal usage amount now. Their reasoning - I must have left a faucet on. This didn't happen. I speculate their meter readers may not be doing actual reads. My bill was nearly 3x the normal amount for the months in question. They gave me a \$25 credit. What can I do, I have to have water!!! They actually told me maybe you had a leak but it fixed itself!?	Reviewed Voice Recording from 8/4 & 8/20 - Notes attached to survey.
463												Returned undeliverable.
464												
465												
466												
467												
468												
469												
470												
471												
472												
473												
474												Returned undeliverable.
475												
476												
477												
478												Returned undeliverable.
479	Other	5	5	5	5	5	5	5			Marked "other" - low water pressure. Also wrote in that water quality was in question. In the past 2 weeks we have had broken pipes on both sides of us. Should we boil water when this happens? I think they should let us know at the time of the problem. We don't know about the quality of the water at this time. (Not in 3 months.)	
480	Poor Water Quality	2	2	2	2	1	2	1	yes	10/23/09	Aqua Utilities should be ashamed with the water quality it is providing to their customers. The State should step in and do something. This is about our health. They put in a new water pipe and left my grass dug up.	Also marked "Other." 10/23 & 26 left messages. 10/27 Spoke to cust. Quality of water a big issue. Company had broken pipes and did not issue boil water notices. Customer very dissatisfied with quality and the fact that company damaged her lawn when replacing/repairing a pipe. Reviewed Voice Recording from 8/10 - Notes attached to survey.
481												Returned undeliverable.
482												
483												
484												

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date followed up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
485												
486												Returned undeliverable.
487												
488												
489												
490		3	3		3	3	1	1			The rate increase is outrageous and the company is taking advantage of the citizens without any regards of the economy situation that the country is going through.	Customer didn't give Issue or rate for Responsiveness.
491												
492	Poor Water Quality	2	1	1	1	1	1	1			They have no clue of what was going on with the water situation, I called & reported every day, each rep. acted like it was the first time I called each day, each day each one would say we will send a tech out. Never seen no one until I called the PSC. Thanks.	<u>Reviewed Voice Recording</u> from 8/12 - Notes attached to survey.
493	Other	2	1	2		2	4	4			Call center people were NOT helpful or professional one hand doesn't know what the other is doing. Workers who repaired the water main break and our damaged driveway/front yard were excellent.	By "Other" wrote "Water main break flooding our driveway & front yard." Customer didn't rate Clarity.
494	Billing Issue	3	2	2	2	3	3	2	yes	10/7/09	While they are raising H2O rates to such enormous amount, quality is a factor. I pay \$250 for water I can only bath in & brush my teeth. Oh, I'm the ONLY person at that location. I do wish to talk to. Service man, Mr. Eddie is however a nice man - can't blame him.	Also marked "Poor water quality" and "Other." Cust unhappy with high bill. <u>8/3/RP#200</u> , shows cust had a leak, caused \$440 bill that she is paying in increments. CSR explained process to receive leak adjust. Cust's recollection of call & survey response appear at odds with tone/tenor of 8/3 recording. Msg left on VM 10/7, pm., 10/8 am and 10/9 am Left VM explaining rate structure & PSC's 1-800 #. 12/15-cust called because of discon for nonpay. Cust. made paymts but not as agreed to, believes discon. retaliation for complaints/bad press. She stated CSR was polite. Explained she needs to make payments as agreed . . . Cust. called back on 12/21 regarding bill and reconnect fee. Cust. sent in letter expressing concerns over quality & double billing. Copy of the letter sent to co. on 12/30. Per emails: 1/13 attempting to contact cust. 1/19 Aqua's CSR explained her bill and deposit/recon fees applied to account CSR apologized for any confusion. 1/21-called cust. to see if issues are resolved, left VM with my contact info. advising if I do not hear back will assume all okay.
495												
496	Poor Water Quality	1	5	5	5	5	5	5	yes	10/26/09	Rusty water for a month with no prior notice - ruined a load of white clothes by washing without knowing what was taking place. Gave Aqua a list of my laundry I had to throw away also expenses for laundry mat use & jugs of water to cook with and bottled water to drink. No response from Aqua, just bills.	This is the second survey cust. has received (see #442). I explained why she received a second survey. All her issues are now resolved and she thanked me for all our assistance.

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date followed up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
497	Billing Issue	1	1	1	1	1	1	1	yes	10/26/09	They are not competent, courteous or helpful.	Also marked "Other." Cust. established service in March, no bills rendered. Contacted co. in June. Co. had incorrect address on account. Bill received for several month, but it was reasonable. June-Aug. bills high, back to normal in Sept. Plumber checked, no leaks. Co. checked meter, all okay. Cust. stated that co. accused him of running irr. and when he asked to speak to suprvsr was told no one available. Cust. stated CSRs are incompetent/rude. Troy to investigate. Per 10/29 e-mail- Address issue corrected. Cust. provided a suprvsr & bucket test was generated on 9/28. Meter passed. Cust. placed on a pmt arrangement, made two payments, one was reversed. Cust. was called on 9/28 & 9/29, left messages. Acct. placed on hold for 7 days. 11/2- Called. cust. to see if he contacted co. Cust had phone problems but co. could try him. I advised I would tell co. to call him again & I would let them try to resolve the matter. See complete notes attached to survey. Reviewed Voice Recording from 8/13 - Notes attached to survey.
498	Poor Water Quality	4	4	2	3	3	3	3	yes	10/13/09	No Comment	Customer reported issue of discolored water that was resolved after three trips by Aqua techs.
499	Billing Issue	3	3	2	2	2	1	2			This utility company has raised the rates on our water to almost triple as what it was before! It is very difficult to understand how one household with 2 adults who are almost never home have a water bill of over \$50! I am totally dissatisfied with Aqua's service!	
500	Poor Water Quality	5	1	2	1	1	1	1	yes	10/9/09	I was given the Aqua website which was not helpful and a 2008 water quality report was left on my door step, neither answered my questions regarding possible H. Pylori bacteria in water.	Customer concerned about bacteria in water. No illness or clear reason for belief of the existence of bacteria. Not satisfied with water quality report sent out by Aqua. Provided contact number for DEP, which has jurisdiction over this aspect of Aqua. Reviewed Voice Recording from 8/6 - Notes attached to survey.
501												Returned undeliverable.
502												
503												
504												
505	Other	3	3	3	3	3	3	3				
506												
507												
508												
509												
510												
511												
512	Poor Water Quality	4	4	2	3		3	3			We were told someone would come out to check out the water supply (which was yellow). No one ever came to our door to say anything was being done. After 2nd phone call, we found a tag on the door talking about certain problems. It was still a week before we noticed that the water was returning to a clear color.	
513												
514												
515												
516												
517												Returned marked "Deceased."
518	Poor Water Quality	5	5	5	3	5	5	5			The water smell improved within 2 days.	
519												Returned undeliverable.
520	Billing Issue	4	4	3	4	4	4	4			Couldn't fix my concern. New rates were a shock. Have to cut back on water usage, can't afford not to. It was fine.	On Responsiveness - marked 3 and 4.
521												

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date followed up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
522	Poor Water Quality	5	5	3	5	5	5	3			No call back - fixed.	
523												
524												
525												
526	Billing Issue	1	5	1	4	1	3	4			The knowledge level of the new meters was very poor. I discovered and showed techs that meters skip and they replaced it but really did not need to because the sweep part of the meter, I found later, allows for the skip of the rolling numbers.	Reviewed Voice Recording from 8/18 - Notes attached to survey.
527												
528												
529												
530												
531	Billing Issue	1	1	1	1	1	1	1	yes	1/5/10	I would like to know why am I paying 70% more for the same service & usage as a customer with Pasco Utilities?!!	Returned undeliverable. Multiple calls placed to customer from January 5-14th. No call-back received. On last call, provided the agency's 1-800#. Reviewed Voice Recording from 8/28/09 - Notes attached to survey.
532		1	1	1	1	1	1	1	yes	10/13/09	Carolyn was who I spoke to there. Also said that I only started complaining in June when I have complained every month. Not all complaints have been noted.	Efforts to contact customer on 10/12, 13 and 14 were unsuccessful. Messages left and gave PSC 1-800 number for any further issues involving Aqua. Reviewed Voice Recording from 8/18 - Notes attached to survey. Customer did not list Issue.
533												
534												Returned undeliverable.
535												
536												
537		1	1	1	1	1	1	1	yes	10/12/09	I asked for check of meter, no response. I asked for check of line from meter to house, no response. The price for service is terrible. We are very of [sic] water use. Have 1.25 toilets, two people. Bill from \$80-160 month!	Spoke to customer, who reported average usage of 100 gallons per person per day recorded at meter. Explained options to have meter checked by company and possibility of independent test, including financial responsibilities, leak adjustment credits and responsibility for leaks from meter to home. Reviewed Voice Recording from 8/18 - Notes attached to survey. Customer did not list Issue.
538												
539												
540												
541		5	5	5	5	5	5	5			They are always nice & courteous.	Customer did not list Issue.
542	Poor Water Quality	4	3	4	2	2	1	2	yes	12/16/09	My water smells like "rotten eggs." I would like to have this "go away." The pipes were drained, however within a day the <u>SMELL</u> returned. We don't drink the water.	Returned undeliverable. Resent 10/28. 12/16 Call back number listed by customer not valid number according to carrier. (per KJB) 12/29 – Spoke to customer and she stated water quality is improving. Provided her # for DEP and thanked her for participating in survey.
543												
544												
545												
546												
547	Poor Water Quality	5	3	3	3	3	3	3			It took about 3 days for the water to stop smelling of sulfur. My wife threw up in the shower. The water still has a little odor but not like before.	Also marked "Other."
548												
549	Billing Issue	4	2	2	2	2	2	2			I think Aqua is overpriced & expensive! The water quality is awful. I am 100% unsatisfied. I pay more in water than I do for cable.	Also marked "Poor water quality."
550												
551												
552												
553												
554												

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date followed up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
555	No Water	4	3	4	4	4	2	3	yes	10/29/09	The representative was courteous, but no one followed up. I had to call them back, they took my #. Also the water quality is awful. It is so bad even my cat doesn't like it. If I put Aqua water in one bowl & bottled water in another bowl, she'll drink the bottled water & leave the Aqua water. The water is full of chlorine. Even my household plants have died. The pressure fluctuates too much too. Concern about bacteria.	Called customer, she was very unhappy about the water quality. I will be providing her information on contacting DEP. 11/2- Provided customer info. on DEP contact.
556	No Water	4	3	4	3	4	4	4				
557												
558												Returned undeliverable.
559	Other	4	4	4	3	3	5	4			I wish our H2O would taste good but it's awful. Metallic nasty taste. My family would vomit if we didn't filter water for cooking, ice & consumption.	Marked "Other" and wrote in lack of pressure.
560												
561	Billing Issue	2	2	2	2	2	2	2	yes	10/26/09	Letter attached.	10/26- left message 10/27 – tried to reach customer twice – left message thanking them for participating and provided our 800# for future reference. 11/6-Spoke with customer, who is available Fridays only because of work issues. Customer reiterated Aqua-related issues conveyed in letter and said she realizes there is little else that can be done other than to receive water services from the city of Leesburg. <u>Reviewed Voice Recording</u> from 8/21 - Notes attached to survey
562	Billing Issue	4	3	3	3	3		4				Customer did not rate Extent Resolved.
563												
564	Billing Issue	5	1	3	2	4	1	1	yes	10/28/09	We are on a disability fixed income. Can't afford this high water bill. We were with City of Port Richey for 5 years. Our water bill was never more than \$25. We didn't have sewer. I think it is still high ran between \$17 & \$21. Customer attached 3 bills.	Cust. received four separate bills from company and wasn't sure which to pay. Spoke to Troy and he advised the bill dated 8/25 was the correct bill. The company attempted to contact the cust. on 11/2 and 11/3. On 11/3 I spoke to the customer and she had spoken with the company. The issue was resolved. Thanked customer for participating and provided our 800#.
565	Poor Water Quality	5	4	1	1	1	1	1	yes	10/12/09	Very bad - The water is very salty. I'm disabled and need my water.	Customer reports high salt content in water to the extent that he must buy bottled water for cooking and drinking. When bathing, water leaves a film on the skin. Salt content so high that it will not freeze solid enough to make ice cubes. Reports having made 4-5 calls to Aqua with no results.
566	Poor Water Quality	5	3	3	3	1	1	1	yes	10/12/09	No response from Aqua Utilities, water quality still the same, very salty, strong chlorine smell.	This customer's call was virtually a carbon copy of the one above. Both customers in Ocala area. Possible saline intrusion issue?
567												Customer did not return survey. Called FPSC for assistance with high bills, stated she has cut consumption but still bills are very high - - no known leaks. Troy to investigate. 1/21 e-mail –cust. was turned off for non-payment. Aqua's CSR spoke to Ms. Jenkins. She stated that her concerns were with her high "estimated" bills. However, the CSR reviewed the account and determined that they had not sent out any estimated bills on her account. The CSR explained this to her. She then looked at her recent bill and agreed that it was not estimated. Also, her usage is under 3,000 gallons – which is not high for her household. Cust. has only made two payments on her account since setting up service on 7/31/09. She was advised that in order to have service restored, she would need to pay the past due amount of \$170.77 and a reconnection fee of \$35.00 for a total of \$205.77. She stated ok and that she will try to get a payment in. 1/21 – left cust. VM with contact info. noting if I do not hear back will assume o.k.
568												Returned undeliverable.
569												
570												

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date followed up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
592	Wastewater Issue	4	2	2	1	1	1	1	yes	10/23/09	I would like to discuss a matter involving waste backing up into my home. <u>Please</u> contact me.	Cust. had waste backing up into home. Called plumber & had pipes checked. Called Aqua & they responded immediately. Cust. told 2 pumps not running and to file a claim to be reimbursed for plumber's charges. Cust. also included in claim one-day's pay for wife who had to take off to clean. Co. paid for plumber not wages lost. Cust. called to discuss and was told he could not speak to anyone in that dept. Cust. wanted to talk to person who rejected claim. Cust. eventually received a ltr. from Aqua regarding the claim. He called the person who signed the letter. That person said part of the claim was rejected for lack of documentation, eventually entire claim was paid. Cust. could not believe the co. would not allow him to talk to a claims rep. Very frustrating, most people would give up and not get the matter resolved. He believes co. intentionally makes it difficult. Cust. also believes rates too high for quality. Thanked him for participating. Could not locate 8/31 voice recording to review.
593												
594												
595												
596												
597												
598	Billing Issue	1	1	1	1	2	1	1			Awful rude people.	Reviewed Voice Recording from 8/28 - Notes attached to survey.
599	Billing Issue	1	1	1	1	2	2	1			I received a bill for \$200 from Aqua and was told by a representative that they would recheck the meter and that I would have to pay it if there was no difference in usage. The service representative was rude & not helpful.	Could not locate 8/28 voice recording to review.
600												
Mean		3.17	2.79	2.51	2.56	2.54	2.39	2.40				

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date followed up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
601												
602												
603												
604												
605												
606											We have NEVER made a complaint to or against Aqua Utilities. Their service has been excellent, and we consider their rates to be fair.	
607												Returned undeliverable.
608												
609	Poor Water Quality	4	4	5	3	4	5	4				
610		3	3	3	3	3	3	1	yes	12/2/2009	The water in this progetic (?) you can not drink. Even with the aerator, they can not get the colorgen (?) set right because of the pumps doesn't have the right motors for this well. I know this well because I used to run it before Southern States owned it.	Spoke to customer who has had issues with Aqua's well pumps, he believes they do not have the right size motor. He stated no one from the company has called him back to discuss. Customer also has issues with water quality. I thanked him for participating and provided our 800# and the contact information for DEP. Customer did not list Issue.
611												
612												
613												
614												
615												
616												
617												
618												Returned undeliverable.
619												
620												
621												
622												
623												
624	Billing Issue	2	2	2	1	1	1	1	yes	12/18/2009	My complaint was not handled at all. On 8/13/09 \$17.03 was automated debited to my checking account. I had my water meter turned off on 3/8/09 because house was vacant.	12/18, message left. 12/21 and 12/22, automated voice indicated answering machine turned off. <u>Could not locate 9/9 voice recording to review.</u>
625												
626												
627												
628												
629	Billing Issue	3	4	4	2	4	4	4	yes	12/1/2009	Explain to me how the PSC approved a tariff allowing Aqua Utilities to bill its seasonal customers \$50+ a month for water and sewer base charges for the nine months that the services are not used. Over a 200% increase! Very poor.	Also marked "Other." Customer unhappy with base facility charges for water and sewer services. Explained reasoning used by PSC to set rates/charges. Customer not satisfied with explanation.
630	Billing Issue	1	3	1	1	1	1	2				
631												
632												
633	Poor Water Quality	4	4	4	1	2	1	1	yes	12/2/2009	Occasionally impure water. How can I find out where it is coming from?	Customer requested contact regarding water quality issue in Tomoka View Estates. Explained to customer the utility is subject to a consent order between Aqua and the Department of Health and what Aqua's responsibilities will be. Provided customer with contact person at DOH.
634	Billing Issue	1	3	5	5	4	3	3			Our present problem is high & excessive charges on water & sewer. We are retired, and constant increases from utilities are creating a serious problem. <u>Please stop the raises.</u> Our income is frozen so should our expenses.	Under area for phone number wrote, "No Aqua Utilities gave me credit for their contractor's error."
635	Billing Issue	5	3	4	2	4	4	4				
636												
637												Returned undeliverable.

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date followed up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
638												
639		1	1	1	1	1	1	1	yes	12/1/2009	How can they keep raising water rates without notification to the customers?	12/1 - left message. 12/2, left second message, 12/3 left third message with 800#. Customer did not list issue. Reviewed Voice Recording from 9/14 - Notes attached to survey.
640	Billing Issue	1	1	1	1	1	1	1	No, I pay for cell phone minutes!!! I have too much to say.		Please get us a new company with affordable rates. My mother uses 6,000 gallons of water a month pays \$43 for her bill. Mine is 1500 gallons and we pay \$74 a month. Just compare yourself. Why are rates this high!!! For <u>poor quality water</u> . I have never been happy w/this water company. With these rates we should be treated like kings & queens. No one else I know pays these rates in our area. Just this water company and for water you can't give your baby. And they just sent notice they are upping the rates some more. Ridiculous!!! I've had it.	Reviewed Voice Recording from 9/14 - Notes attached to survey.
641	Billing Issue	2	2	1	1	1	1	1	yes	12/15/2009		Calls made, messages left 12/15, 16, 17. No response. PSC #800 left for future issues. Reviewed Voice Recording from 9/14 - Notes attached to survey.
642												
643												
644	Other	5		5	5	5	5	5			Taken care of in timely manner.	Customer did not rate Knowledge level.
645												
646	Billing Issue	1	2	3	1	2	2	1	yes	11/6/2009	I had three high phone [water] bills which were doubled for two people in my house. To date there has been nothing resolved. Inconsistent billing.	Customer appears to have issue with telephone bills. Provided 1-800 for FPSC call center.
647												
648												
649												
650												
651												
652												
653	Other	2	2	1	1	1	1	1	yes	1/15/2010	I'm not happy with the Public Service Commission. Aqua Water has raised water rates 5 times, all <u>you</u> people do is rubber stamp all their wishes, I read in the newspapers and online about kickbacks. I emailed my opinion to Gov. Christ.	Beside "Other" wrote in "Raising rates unfairly." Multiple calls places to customer week of January 11-15 and January 25-29. No call-back received. On last call, provided agency's 1-800#.
654	Billing Issue	1	1	1	1	1	1	1	yes	12/1/2009	Feel free to read the attached - this documentation is my experience with Aqua - it should explain everything. Also not everyone with issues has complained to you - you should send this to all their customers.	Customer has long-running billing dispute over charges in arrears. Ultimately it appears customer wants Aqua to guarantee it will pay for the meter to be tested by Mars regardless of outcome and company has indicated it will pay only if meter test shows it is operating outside PSC guidelines. Customer declined test. (NOTE: Volusia County Health Department has been on site and found water to customer within acceptable limits). Reviewed Voice Recording from 9/15 - Notes attached to survey.
655	Poor Water Quality	5	3	5	3	3	1	3			A man was sent here to let us know that we must run the water daily to make the awful smell go away. Doesn't work. The wasted water goes through my meter and into my septic tank. I was also told that when the weather gets cooler, the smell will go away. We have had to purchase an expensive water treatment system. And they want to increase the rate by 6+%. HA HA. Let us have good water before rate increase.	
656												Returned undeliverable.
657												

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date followed up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
658	Other	1	3	1	1	5	1	1	yes	11/19/2009	They listen, never the less they are always right and you [are] wrong. Also attached letter.	Next to "Other" wrote, "Being charged for water I don't use." Cust. believes he is being charged for water not used based on increase in bill. Explained rate increase to customer, who based on his representations, is not using more water than previously, but is paying more because of rate increase. Could not locate 9/16 voice recording to review.
659												
660												
661												
662												
663												
664	Billing Issue							1			It took 3 mos. to resolve?; after several calls (haven't received Nov. bill yet). We have several complaints concerning Aqua; discolored water, \$50+ a month when we're not occupying the house (6 mos.). We live in a senior part! Aqua is disgraceful! Who is FPSC for? Consumer or the company!	
665												
666												
667												
668												
669												
670												
671												
672												
673	Billing Issue	1	3	3	1	1	1	1	yes	12/16/2009	The supervisor I spoke with was <u>very</u> rude. My water bill doubled for no reason. The issue was not resolved, I was basically told to pay or it would be shut off. Now I got a notice they are raising their rates again!	Cust called to report bill with usage two-three times higher than normal. Spoke to suprvsr who she believes was rude/unconcerned. Bill returned to normal after one month. Gave customer 800# in the event of future erratic bills and explained customer options. Reviewed Voice Recording from 9/18&22 -
674												
675	Billing Issue	3	2	2	2	3	3	3			Could not explain why I was charged \$10 for "late charges" when I was not late in paying my bill!!	
676												
677												
678		3	3		4		5	4				Customer did not list Issue.
679												
680	Billing Issue	4	4	4	4	4	4	4			Billing was corrected.	
681												
682												
683												
684		5	5	5	5	5	5	5				Customer did not list Issue.
685												Returned undeliverable.
686												
687												
688												
689												
690	No Water	5	4	5	4	5	5	5			Very good.	
691	Billing Issue	2	2	1	1	1	1	1	yes	12/15/2009	I had a very hard time communicating with the CSR - it was apparent my call meant nothing to her & nothing would be done to investigate.	Also marked "Other." Calls placed, messages left 12/15,16 & 17. No response from customer. Left PSC 800# in event of future issues. Reviewed Voice Recording from 9/23 - Notes attached to survey.
692												
693												

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date followed up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
694	Poor Water Quality	5	3	5	4	5	3	4			Complaint #1 When they installed new meter they removed my shut-off valve handle - was replaced. #2 Air in the line - they did not know there was a blow out valve on my property. They blow-out for 30-40 min but still have milk-like water. They say the line is up hill from me and air gets trapped. I'm SOL. I am the last customer on the line.	
695												
696												
697												
698												
699												
700	Billing Issue	1	1	1	1	1	1	1	yes	12/15/2009	Every time you call, no one knows anything about anything.	Customer wrote in zeros for all but one category and also marked "Poor water quality." Calls placed, messages left 12/15,16 & 17. No response from customer. Left PSC 800# in event of future issues. Reviewed Voice Recording from 9/23 - Notes attached to survey.
701												
702												
703												
704												
705												
706												
707												
708												
709	Other	3	3	2	3	2	1	1	yes	12/29/2009	"Leak adjustment" refund to be determined. Never heard from them again.	Returned undeliverable. 12/29 - left message. 12/30 - Spoke to cust. issue with leak adjustment. Followed procedure outlined by CSR Tamika Bellamy - sent letter and documents in September, never heard back from anyone. Left 3 msgs. Still no response. Will ask Troy to investigate. Per 1/13 e-mail - Aqua CSR spoke to Mr. Wrightson, and advised that the adjustment was placed on his November's bill; he then placed the CSR on hold to retrieve his bill. He then noticed that the adjustment was on the November's statement. He was satisfied with the adjustment once he located it on his bill. 1/21- left message for customer with my contact information if further assistance is needed.
710	No Water	2	1	2	1	2	1	1	yes	12/15/2009	Representative had no knowledge of our lack of water for line repair - door hanger late in arriving - no duration noted (on door hanger) - person leaving door hanger didn't speak English - could not tell us how long - we received door hanger saying water was again available and we no longer needed to boil water 2 days after date it was ok.	Also marked "Other"-"Disruption of service." During repairs to line, Aqua rep distributing door hangers advising of two-day boil water alert after repairs complete. Rep did not speak English proficiently enough to explain the hanger, according to cust. Reviewed Voice Recording from 9/24 - Notes attached to survey.
711												Returned undeliverable.
712												Returned undeliverable.
713	Billing Issue	1	3	1	1	1	1	1	yes	12/16/2009	Customer service has not explained the reasons for such erratic billing or why their estimated billing is sometimes more than what is used yearly.	Customer unhappy with erratic billing, particularly differences between estimated usage and actual usage bills. Explained options to customer regarding meter testing and provided 800# in event future bills are inconsistent. Reviewed Voice Recording from 9/24 - Notes attached to survey.
714	Poor Water Quality	3	3	5	5	5	5	5	yes	11/6/2009	Water clarity was my complaint. First call they sent a tester out, said there was no problem. Second call, no one came, didn't even bother to call me. After they said they would. The water is still cloudy.	Customer reports cloudy water. Water has been tested by Aqua tech, who found no problems. Customer remains dissatisfied with water quality. Provided 1-800 number for DEP.

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date followed up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
715	Billing Issue	5	5	5	3	5	5	4			They were trying to bill me for a previous tenant's bill that was unpaid. They could not tell me why, but they did cancel the bill, recalculated it and sent a new one. Had I not noticed the date I was being billed for, I would have unknowingly paid someone else's debt. How many other people are being ripped off?	
716												
717												
718												
719												
720												
721												
722	Billing Issue	3	2	3	2	3	2		yes	12/1/2009	See attached letter and billing statements detailing investigation to date. 47,000 GALLONS OF WATER STILL UNRESOLVED. No notification of high reading other than Sept '09 bill.	Customer determined a leaking faucet was the reason for high bill and contacted Aqua to explain. Aqua granted customer 20% downward adjustment and customer indicated he was satisfied with the outcome. Customer did not rate Overall Satisfaction.
723												
724												
725												
726												Returned undeliverable.
727												Returned undeliverable.
728	Poor Water Quality	4	3	4	3	4	1	3	yes	11/9/2009	Unresolved, quality of water has not changed!	Also marked "No water" - "unexplainable low water pressure" and "Other" - "Noticeable, highly visible brine calcium residuel" Customer dissatisfied with water quality, raises issues similar to #565 and 566. Provided number for DEP for water quality issues.
729												
730	Billing Issue	5	5	5	5	5	5	5			Need to move my meter not working right. Billing me for water not used.	Also marked "Poor water quality."
731												
732												Returned undeliverable.
733												
734												
735											No problem. Thank you.	
736												
737												
738	Billing Issue	3	2	2	1	1	1	1	With their attitude - a waste of time		Offered a discount on money I do not owe - want to charge me to test (their) faulty meter - will not listen to customer about why there is an overcharge - they are right, and customer is dishonest - very poor attitude.	
739	Billing Issue	5	5	5	5	5	5	5	yes	12/18/2009	After calling Aqua Utilities more than 50 times, being spoken to with incredible disrespect, not any from the rep but the president of the company, finally, the last rep I spoke to got the above ratings, everyone else failed by comparison.	Calls placed 12/18(a.m.), 12/21(p.m.), and 12/22(a.m.). No answering machine on which a message can be left.
740												
741	Other	1	1	1	1	1	1	1	yes	12/15/2009		Cust. wrote in zeros for the last 3 categories. Neighbor ran over meter with motor home after water to property had been shut off, resulting in usage until meter was repaired. Aqua eventually retracted bill, but not before sending to a collection agency. Issue resolved, but cust unhappy about receiving notice. Reviewed Voice Recording from 9/28 - Notes attached to survey.

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date followed up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
742	Billing Issue	4	3				2				She did her job - probably read off a card. <u>Live alone</u> . Was here 9 days of that bills 13 days of last billing (bill went <u>down</u> ! Do <u>NOT</u> believe <u>actually</u> reading meters. I <u>am gone a lot</u> - No way I was using as much as claimed. Turned everything off - looked at meter - <u>Not</u> turning! Should have complained long ago.	Customer did not rate all categories.
743												
744	Billing Issue	4	2	2	3	2	1	2	yes	12/22/2009	Customer attached 7 pages of email correspondence between him and Aqua.	Customer had long running email discussion with Aqua over the start date of a new account and conversion from septic to Aqua's sewer service. Customer reports having to make several calls to Aqua before reaching a CSR who was willing to take the time to research customer's issue and explain chronology of events. Issue is resolved, but customer not happy with the need to make multiple calls.
745												
746	Other	1	1	1	1	5		1				Customer did not rate Extent Resolved. <u>Reviewed Voice Recording</u> from 9/28,29, &30 - Notes attached to survey.
747												
748												
749	Billing Issue	4	3	4	1	3	1	1			Received a collection dept. notice for my mother (she died in 2007) this past Sept. 2009. Said she owed \$54.66 - fortunately I kept a copy of her final bill date Sept. 25, '07 for \$18.25. It was noted on this bill as "final bill for service at this property." The amount was auto deducted from her account and we never heard another word until the collection notice arrived. I faxed all info to collections and billing as directed. Have heard nothing.	
750												
Mean		2.90	2.75	2.95	2.35	2.87	2.40	2.38				

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date followed up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
751												
752												
753												
754												
755												Returned undeliverable.
756												
757												
758												
759												
760	Billing Issue	5	3	1	1	1	1	1	No, IF THEY WON'T DO ANYTHING WHAT CAN YOU DO?		PRICES ARE TOO HIGH.	<u>Reviewed Voice Recording</u> from 10/5 - Notes attached to survey.
761	Billing Issue	4	4	4	4	3	3	4				
762	Wastewater Issue	3	3	1	3	3	3	1			Call was made to report a leaking water main - It took several days before Aqua arrived to repair it. In the meantime, water flowed down Aberdea Circle - What a waste.	
763	Other	4	4	5	4	5	5	5			The problem was a leak on <u>their</u> side of our meter. Leak was promptly repaired & new meter installed.	
764												
765	Billing Issue	3	2	1	3	1	1	1	yes	12/18/09	I changed banks on 7/17/09. I have 6 electronic deposits and 6 electronic direct pay accounts. All accounts <u>except</u> Aqua recognized this change in less than 15 days. Aqua took over 2 1/2 months to recognize this change and charged a late fee which they would not cancel.	Also marked "Poor water quality" & "Other." Cust. reports difficulty with direct debit payments after changing banks. Cust. believes Aqua's delay resulted in assessment of late fee, which they will not retract. Gave cust 800# if she wishes to pursue late fee issue further. <u>Reviewed Voice Recording</u> from 10/5 - Notes attached to survey.
766												
767												
768												
769	Poor Water Quality			1	1	1	1	1	yes	12/30/09	Didn't receive any service.	Also marked "Other" and wrote in "Cost." Customer did not rate all categories. 12/30 - left VM; 1/5 left VM. 1/20- spoke with cust. very upset about rate increase. When asked about interaction with Aqua CSRs he stated they don't answer questions and "beat around the bush." Rates need to be reduced, senior citizen who can not afford his water. Thanked him for participating and provided PSC 800#
770												Returned undeliverable.
771	Other	4			4			4				Customer did not rate all categories.
772												
773												
774												
775												
776												
777												
778												
779												Returned undeliverable.
780		1	1	1	1	1	1	1	It was them against me - No!			Customer did not list Issue. <u>Reviewed Voice Recording</u> from 10/9 - Notes attached to survey.
781		4	4	4	5	5	5	4				Customer did not list Issue.
782												Returned undeliverable.
783												

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date followed up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
784												Customer called after receiving our letter and claimed they did not file a complaint or have contact with the company.
785												Returned undeliverable.
786	No Water	5	2	2	2	4	5	3				
787												Returned undeliverable.
788												
789												
790												
791												
792												
793												
794												
795												
796	Billing Issue	4	2	1	3	2	2	2				Also marked "Poor water quality."
797												
798	Poor Water Quality	5	5	5	5	5	5	5			Did not complain when I called before. I had called some time ago and received answers I requested. I asked about proper flushing procedures after street repairs.	
799												
800												
801												
802												
803												
804												
805												
806												
807												
808												
809												
810												
811												
812												
813	Billing Issue	3	2		1	1	1	1	yes	1/13/10		Did not rate for responsiveness. Cust. believes usage incorrect. Lives alone, no irr or leaks. Doesn't understand new v. old rates. AUF to investigate. 1/13 e-mail: Aqua CSR spoke to cust - Wanted meter tested, bucket test to be done on 1/12. Upset with new rates, but understands. Per 1/19 e-mail: Aqua's CSR spoke with cust, meter test came back accurate. Cust believes since Aqua's Tech tested meter results would come back in Aqua's favor. Explained that she has another option. . . pull meter for testing at a location that is not owned/operated by Aqua . . . declined test, stated that we will be hearing from her lawyer. 1/20- called cust. to follow-up. Still upset & does not want to pay to for independent meter test. Believes it's hopeless. I explained that PSC was also doing random meter testing. She was pleased with that. I thanked her for participating in our survey and provided our 800# if she need further assistance. <u>Reviewed Voice Recording</u> from 10/6 - Notes attached to survey.
814												
815												

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date followed up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
816	Billing Issue	2	1	2	1	2	1	1	yes	1/13/10	I called from MI and asked them to check as the water bill was high. Never heard from them even though I asked them to call me. When I arrived in Florida, there was a yellow tag on my door that had been hanging there for a month.	Rates are too high! CSR on first call courteous, no one called back. Issue with high bill. Cust. lives in Mich. May-Dec. Usage higher when away than when at home. Does irrigate- no leaks. Concerned someone stealing her water. Troy to investigate. Aqua's CSR spoke to cust. She stated that during the time that she is home using the water the consumption is low verses the time she is away. Sprinkler system co. came out to check and found no leaks. Aqua went out and checked - found nothing. She stated this is a trailer park & feels that her neighbor could be stealing water. The CSR advised her that she can purchase a lock for her outside faucets. She stated that she will do that and will monitor her consumption this summer. 1/20 - called cust to follow up. Left VM with contact information if she needs further assistance.
817												
818												
819												
820												
821												Returned undeliverable.
822												
823												
824												
825	Other	4	3	3	3	4	4	4				
826												
827												
828	Billing Issue	1	1	1	1	1	1	1	yes	12/14/09	I called Aqua five times from Michigan to protest a \$261 water bill. My water had been turned off for four months. I received five different reasons for the bill, none was correct. I informed Aqua if this is not corrected I have no choice but court.	Tried to reach cust.-left VM. Called cust, issue with high bills- estimated vs. act. August \$261, Sept. \$300, Oct. \$348. Required to pay min.. Back billed 500 days of wastewater. Troy to investigate. Per 1/13 e-mail: Aqua's CSR contacted cust & explained that his account was forwarded to the billing dept for review. He was instructed that once the CSR received an answer back from the billing dept that he would be back in contact with the customer. He stated that he has filed a complaint with the FPSC & is waiting for a response. We'll review the account & contact customer concerning his questions. 1/20- Called cust. to follow-up. Cust stated Aqua to issue a \$268 credit. Cust satisfied with resolution, provided FPSC 800# if other issues arise Sound recording from 10/21 not found.
829												
830												Returned undeliverable.
831												Returned undeliverable.
832												Returned undeliverable.
833	Billing Issue	5	4	4	4	2	3	2			After months of being told "No refund," I finally got 50% as a refund on the overage I was incorrectly charged.	
834												
835	Other						1	2	yes	1/20/10	Our complaint is not w/ CS, but the fact that we are charged \$52.00 a month when we're not here in summer & charged exorbitant rates when we are here. In addition, we cannot drink the water. It smell & is dirty. <u>Please</u> resolve this ongoing issue. <u>Thank you.</u>	Cust. noted monthly&seasonal rates as issue. (Note-orig survey copied and distributed- cust. sent us a copy not the original) Called cust. & thanked for participating. Cust. was pleased info. being gather for FPSC - "we need all the help we can get." Sound recording from 10/21
836												

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date followed up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
837												
838	Billing Issue	3	1	1	1	1	1	1	yes	12/14/09	The company still held me liable for a defective meter that caused an extremely high bill.	12/14 – Left VM for customer. 12/21 – Spoke to customer who stated she really didn't need a call back. Thanked her for participating and offered our 800# if she needed further assistance. Reviewed Voice Recording from 10/22 - Notes attached to survey.
839										12/14/09	Customer did not rate the various categories (1-5) or list Issue because she wanted a call back.	Issue w/ high bill. CSRs rude--asked "What's your problem?" No leaks. Compared to neighbor, bills are high-lives alone. Mentioned neighbors to CSRs they said "so what, you can't compare." 12/16 e-mail from Troy: contacted cust, explained billing & rate increase. Usage in line, does irrgt. Turned off about 3 wks ago. 12/22 – Called cust to follow-up, dissatisfied. Req. copies of bills for analysis-bill calc. o.k. 1/20- spoke to cust. again still unhappy with bills & CSRs attitude. Thanked her again for filling out the survey and provided our 800 number. Complete notes in file.
840												
841												
842												
843												Returned undeliverable.
844												
845												
846												
847												
848	Billing Issue	4	2	3	2	4	2		yes	12/14/09	Have not received final bill. Meter was very wrong. They have put a new meter. Waiting for that reading. Last reading for 1 month was \$283 and should have been around \$60. They are billing us for over \$700 in back payments which does not make sense.	Left msg for cust. 12/15- Spoke to cust's mother who is authorized to speak on his behalf. For approx 7 years cust. bills \$25-30 per month. Recently received a \$700 bill for back billing. Erratic meter usage readings- last bill was for \$283 (usage 16400 for 15 days - - then 9900 for 30 days). Cust. looking for a detailed explanation. Cust. also asked that meter be moved to their property – cannot check meter since it is not on his property. Aqua reps. have hard time finding meter, no decision from company about moving meter. AUF to investigate. Per e-mails: Tamika called and spoke with cust about her son's account. Now that she has a better understanding of how the account was billed, she is now satisfied with Aqua. Tamika has agreed to monitor account and will review the billing statements before they are mailed. At this time all issues have been resolved. . . . 12/21- left customer a voice mail asking if issues have been resolved and asked that she call me if they are not.
849												
850												

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date followed up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
851	Billing Issue	2	2	1	3	1	1	1	yes	12/14/09	I was billed \$60.95 for October - found a leak at meter was fixed normal bill \$24. I received bill for November for \$60.95? Don't understand how bill can be same?	Spoke to customer, he stated Aqua is "lousy." CSRs did not want to listen to his complaint (leak at meter) and seemed to have their minds made up before he even finished explaining his issue. Customer's daughter-in-law called the company many times and finally was able to get the company to agree to issue a credit (not yet received). Customer believes system is flawed, without the meter-readers physically going to the home, leaks at the meter will go unnoticed. Customer noted that Aqua's own field techs. have told him the company doesn't work with customers to resolve issues and customer does not believe FPSC will do anything to make changes. He will call us back if he does not receive the credit promised.
852												
853												
854		5	5	5	5	5	5	5				
855	Other	5	4	4	4	4	3	3			Problem was not related to water/sewer but to property owned by them where they have to repair.	
856												
857												
858												Returned but provided forwarding address. Sent again on 12/8.
859	Other	3	3	3	4	3	4	3			No big deal - had to go through automation (hate it!) then on hold quite a while - Was told a "card" would be left on my door to let me know they had been there. That did not happen - just noticed dirt dug up around meter. Bill sufficiently straightened out.	Beside "Other" wrote in "Meter was not working said I was using 0 water."
860												
861	Other	1	1	1	1	1	1	1	yes	12/14/09	Requested replacement of water box and top. It's completely cracked and sits approximately 1 1/2 inches from meter. This is second request made 1 1/2 months ago - No contact and no repair by Aqua.	Cust. upset, cracked meter box not replaced. Reported to field tech. who said he would call it in. Cust did not actually call a CSR regarding this matter. He would like repaired ASAP- commercial mower hits it -cust. scared it will break & cause leak. Troy to investigate. Per e-mail - Aqua sending field tech to investigate. 12/21- left VM for cust advising the matter is being looked into. 1/20-called cust., no contact from Aqua, Troy will again investigate. 1/21-per e-mail co. replace meter box, e-mail listed several options to lower & what has been done in past. Spoke to cust., pleased box replaced. Started to explain options to lower, she asked for a copy so that she may review and if necessary explore in the future. Thanked her and advised I will include my contact info. with copy of e-mail. <u>Unable to locate call to review.</u>
862												
863												
864												
865												
866												Returned undeliverable.
867												Returned undeliverable.

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date followed up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
868	Billing Issue	1	1	1	1	1	1	1	yes	12/14/09	Estimated water bill for entire year - we did NOT request estimation! Representative was rude & gave conflicting info. Stated they can legally estimate 2x per year, but they estimated the entire year & expected us to pay close to \$400 by due date or water would be shut off. Not willing to help resolve what I feel was their mistake & just plain laziness. They won't even disclose where the water meter is located!!! Horrible company would change if I could!	12/14 Tried to reach cust. at both numbers provided, left VM message at XXX-XXX-9203. 12/17- Tried again to reach cust., no answer. 12/21 - left VM at XXX-XXX-5318 # asking that they call if assistance is needed, also provided 800#. <u>Reviewed Voice Recording</u> from 10/27 - Notes attached to survey.
869												
870												Returned undeliverable.
871												
872												Returned undeliverable.
873												
874												
875												
876												Returned but provided forwarding address. Sent again on 12/8.
877	Poor Water Quality	2	1	1	1	1	1	1	yes	12/14/09		Also "Wastewater issue" & "Other." Called cust no answer. 12/21- Told to call back. 12/29- Spoke to cust. issue with erratic high bills/leak. Does not believe meter is accurate, even after tested. Troy to invest. - e-mail response attached to survey 1/20-Spoke to cust., still believes bills are too high. Per 2/2 e-mail - CSR spoke to cust on 1/8 meter has been tested. Her Nov bill was \$50.53 and her Dec bill is \$57.66. She believes everything is back in line. Called cust on 2/4, not home but spoke to her son. He was going to have her call if issues remain. Provided contact information. <u>Reviewed Voice Recording</u> from 10/22 - Notes attached to survey.10/19,27,29, & 30.
878												
879												
880												
881	Billing Issue	2	5	5	5	5	5	5			Poor service - also, price of water increased dramatically since Aqua took over!!	Also marked "Other" and wrote in "Bad Taste!"
882												
883												
884												
885												
886												
887												
888												
889												
890												
891	Billing Issue	2	2	1	2	1	1	1				
892												
893												
894												
895												
896	Billing Issue	1	1	1	1	1	1	1	yes	12/14/09	WHO IS RESPONSIBLE OF BROKEN PIPE?	Customer indicated on the survey they wanted a call back, when called customer stated they did not want a call. <u>Reviewed Voice Recording</u> from 10/21&29 - Notes attached to survey.
897												Returned undeliverable.
898	No Water	5	5	5	5	5	5	5				

Customer No.	Nature of Complaint	Rate on a scale of 1 to 5 - 1 being "Poor" and 5 being "Excellent"							Call Back Requested	Date followed up	Customer Comments	Staff Comments
		Courtesy	Knowledge	Responsiveness	Clarity	Level of Effort	Extent Resolved	Overall Satisfaction				
899	Poor Water Quality	1	1	1	1	1	1	1				Also marked "No water." <u>Reviewed Voice Recording</u> from 10/29 - Notes attached to survey.
900												Returned undeliverable.
Mean		3.13	2.59	2.38	2.65	2.50	2.42	2.32				