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STATE OF FLORIDA



OFFICE OF THE GENERAL COUNSEL  
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GENERAL COUNSEL  
(850) 413-6199

FPSC

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10 DEC -8 PM 3:15  
COMMISSION CLERK

# Public Service Commission

December 8, 2010

Ms. Kimberly A. Joyce  
Aqua Utilities Florida, Inc.  
762 West Lancaster Avenue  
Bryn Mawr, PA 19010-3402

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

Mr. Bruce May and Ms. Gigi Rollini  
Holland & Knight Law Firm  
P.O. Drawer 810  
Tallahassee, FL 32302-0810

Ms. Kelly Sullivan  
570 Osprey Lakes Circle  
Chuluota, FL 36227-6658

Mr. J.R. Kelly and Mr. Charlie Beck  
c/o The Florida Legislature  
111 W. Madison Street, Room 812  
Tallahassee, FL 32399-1400

Mr. Robert E. Lloyd  
P.O. Box 63  
Captiva Island, FL 33924

**Re: Docket No. 080121-WS - Application of Aqua Utilities for increase in water and wastewater rates.**

To Whom It May Concern:

Pursuant to page four (4) of Order No. PSC-10-0292-PAA-WS, attached are the monthly reports for complaints filed at the Commission Call Center (for the last part of October and through November, 2010). If you have any questions, or if I can be of any further assistance, please contact me at (850) 413-6234 or [Rjaeger@psc.state.fl.us](mailto:Rjaeger@psc.state.fl.us)

Sincerely,

Ralph R. Jaeger  
Senior Attorney

RRJ:th

cc: Office of Commission Clerk  
ECR (Golden, Daniel, Walden, Williams) without attachments

DOCUMENT NUMBER DATE  
09821 DEC-8 2010  
FPSC-COMMISSION CLERK

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

Item No. 2 of the proposed Phase II Monitoring Plan states that our staff will track complaints filed at the Commission by AUF customers. In this regard, our staff will produce a monthly report which tracks complaints filed at the Commission Call Center. This report will indicate the number of complaints received for the month, the type of complaint, the dates the complaint was opened and closed, and the county in which the customer resides. Our staff will provide this report each month to all parties and place it in the docket file.

During both meetings held with the parties to discuss a subsequent monitoring plan, one of the customers suggested that, in addition to the filing of the above reports, a survey of AUF customers should be conducted in order to determine whether customers' concerns are adequately being addressed by AUF. We do not believe another survey would be an effective method of evaluating AUF's efforts to address customer concerns at this time. As noted in the staff recommendation dated March 4, 2010, during the initial monitoring phase, our staff sent out a customer satisfaction survey to 900 customers selected at random over a six-month period from the AUF monthly customer complaint logs. After analyzing the responses, reviewing the customer comments, and talking to over 100 customers, it appeared that the survey did not accurately measure AUF's customer service performance. Rather it appeared that many customers were evaluating AUF's rates, not whether their specific concerns were appropriately addressed. We believe the monitoring plan proposed by AUF, and agreed to by OPC, is a more efficient, cost-effective, and focused method to evaluate AUF's performance. As mentioned previously, these monthly reports will provide meaningful data with which to evaluate recent performance and identify trends. Also, our staff and the parties will be able to conduct discovery on the reports to obtain more granular data, if necessary.

#### B. Estimated Meter Readings

According to Item No. 1(c) in the Phase II Monitoring Plan, AUF will provide an Estimated Read Report on a monthly basis to the parties and the our docket file. Our staff and the parties can use this report to track the number of estimated reads and as a basis to investigate adverse trends. If necessary, the parties or staff can request more detail in order to ascertain the cause of the estimated readings and how it has or will be resolved. Because this is also a report that is currently being produced and used by AUF management, we find this is a cost-effective means of monitoring estimated meter readings.

#### C. Secondary Drinking Water Standards (Aesthetics)

In Item No. 6 in the proposed Phase II Monitoring Plan, AUF agrees to monitor, on a monthly basis through the end of 2010, the secondary drinking water constituents under the Florida and Federal Safe Drinking Water Acts and report the results. This monitoring will be performed on the following seven water systems:

DOCUMENT NUMBER-DATE

09821 DEC-8 0

FPSC-COMMISSION CLERK

12/06/2010

FLORIDA PUBLIC SERVICE COMMISSION  
COMPLAINTS QUERY REPORT

Aqua Open Complaints as  
of 12/6/10



Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
<b>ECR</b>							
	PAMELA THORDARSON	0924606W	AQUA UTILITIES FLORIDA, INC.	WS798	02/12/2010		
Date Closed:	//	Assigned Analyst:	ECR	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	DELAY IN CONNECTION
County:	DeSoto	Customer Phone:	(239)-246-7056	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
<b>ECR</b>							
	BEACH VILLAS III CONDO	0926858W	AQUA UTILITIES FLORIDA, INC.	SU821	02/23/2010		
Date Closed:	//	Assigned Analyst:	ECR	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lee	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
<b>ECR</b>							
	DOUGLAS BURGNER	0979135W	AQUA UTILITIES FLORIDA, INC.	WS885	11/09/2010		
Date Closed:	//	Assigned Analyst:	ECR	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	OUTAGES
County:	Putnam	Customer Phone:	(386)-385-3380	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
ECR	Total Cases: 3			ECR	Total Savings: 0.00		
<b>SSC</b>							
	WILLIAM GLAVAS	0875224W	AQUA UTILITIES FLORIDA, INC.	WS883	08/03/2009	WB-14	T
Date Closed:	10/18/2010	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEIL FORSMAN		
Service/Billing:	B	Savings:	30.03	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(315)-899-8900	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:

DOCUMENT NUMBER-DATE

09821 DEC-8 2010

FPSC-COMMISSION CLERK

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	RIVERBEND CONDO ASSOCIATION	0933972W	AQUA UTILITIES FLORIDA, INC.	WS885	03/29/2010		
Date Closed:	//	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Putnam	Customer Phone:	(386)-467-2900	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	GENEVIEVE VOGELPOHL	0959008W	AQUA UTILITIES FLORIDA, INC.	WS880	08/03/2010		
Date Closed:	//	Assigned Analyst:	ANGIE CALHOUN	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(863)-465-6825	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	GARY KRUSE	0963653W	AQUA UTILITIES FLORIDA, INC.	WS798	08/25/2010		
Date Closed:	//	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	DeSoto	Customer Phone:	(941)-380-9585	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	LAURA & BENJAMI L FERRIER	0969510W	AQUA UTILITIES FLORIDA, INC.	WU174	09/23/2010		
Date Closed:	//	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:	(352)-274-7358	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	SUE FANTETTI	0976683W	AQUA UTILITIES FLORIDA, INC.	WS880	10/27/2010		
Date Closed:	//	Assigned Analyst:	VIOLET FARIA	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(863)-465-6624	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	DAYNA BURNEY	0977412W	AQUA UTILITIES FLORIDA, INC.	WS885	11/01/2010		
Date Closed:	//	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	DELAY IN CONNECTION
County:	Putnam	Customer Phone:	(386)-937-0987	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	WILLIAM BATHGATE	0977650W	AQUA UTILITIES FLORIDA, INC.	WS881	11/02/2010		
Date Closed:	//	Assigned Analyst:	VIOLET FARIA	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-253-0875	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	LINDA GADD	0978170W	AQUA UTILITIES FLORIDA, INC.	WS884	11/03/2010		
Date Closed:	//	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER DISCONNECTS
County:	Polk	Customer Phone:	(863)-853-1932	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	JENNIE TROESCH	0978179W	AQUA UTILITIES FLORIDA, INC.	WS881	11/04/2010		
Date Closed:	//	Assigned Analyst:	VIOLET FARIA	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-323-1553	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	ADELINE HUDSON	0978331W	AQUA UTILITIES FLORIDA, INC.	WS938	11/04/2010		
Date Closed:	//	Assigned Analyst:	VIOLET FARIA	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	FAX	Preliminary Type:	IMPROPER DISCONNECTS
County:	Hardee	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	ANNA DURSO	0979306W	AQUA UTILITIES FLORIDA, INC.	WS883	11/09/2010		
Date Closed:	//	Assigned Analyst:	VIOLET FARIA	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	REPAIR
County:	Pasco	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	MIKE RIKER	0979347W	AQUA UTILITIES FLORIDA, INC.	WS883	11/10/2010		
Date Closed:	//	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	E-MAIL	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(863)-816-8464	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
BRADLEY FOX		0979624W	AQUA UTILITIES FLORIDA, INC.	WS884	11/12/2010		
Date Closed:	//	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	E-MAIL	Preliminary Type:	QUALITY OF SERVICE
County:	Polk	Customer Phone:	(863)-858-9296	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
PAM HALLFORD		0979791W	AQUA UTILITIES FLORIDA, INC.	WS884	11/12/2010		
Date Closed:	//	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	REPAIR
County:	Polk	Customer Phone:	(863)-602-5745	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
CHARLES RIEL		0980016W	AQUA UTILITIES FLORIDA, INC.	WS884	11/15/2010		
Date Closed:	//	Assigned Analyst:	VIOLET FARIA	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
ERNEST PARBHOO		0980088W	AQUA UTILITIES FLORIDA, INC.	WU787	11/15/2010		
Date Closed:	//	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	E-MAIL	Preliminary Type:	QUALITY OF SERVICE
County:	Palm Beach	Customer Phone:	(561)-585-9452	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
ROBERT RICH		0980147W	AQUA UTILITIES FLORIDA, INC.	WS884	11/15/2010		
Date Closed:	//	Assigned Analyst:	VIOLET FARIA	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	QUALITY OF SERVICE
County:	Polk	Customer Phone:	(863)-858-9130	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
STANLEY JOZWIK		0980880W	AQUA UTILITIES FLORIDA, INC.	WS883	11/18/2010		
Date Closed:	//	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	OUTAGES
County:	Pasco	Customer Phone:	(727)-863-6323	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
JUTTA SEEBERG		0981421W	AQUA UTILITIES FLORIDA, INC.	WU787	11/22/2010		
Date Closed: //	Assigned Analyst: VIOLET FARIA			Closed Analyst:			
Service/Billing: S	Savings: 0.00			How Received: E-FORM	Preliminary Type:QUALITY OF SERVICE		
County: Palm Beach	Customer Phone: (561)-317-7951		Sent To Company: Y	Apparent Rule Violation: N	PSA:		
JOHN GUZZARDO		0981529W	AQUA UTILITIES FLORIDA, INC.	WS883	11/23/2010		
Date Closed: //	Assigned Analyst: VIOLET FARIA			Closed Analyst:			
Service/Billing: S	Savings: 0.00			How Received: E-FORM	Preliminary Type:IMPROPER DISCONNECTS		
County: Pasco	Customer Phone: (727)-857-5352		Sent To Company: Y	Apparent Rule Violation: N	PSA:		
MARYANN BRAFFORD		0981938W	AQUA UTILITIES FLORIDA, INC.	WS881	11/29/2010		
Date Closed: //	Assigned Analyst: VIOLET FARIA			Closed Analyst:			
Service/Billing: B	Savings: 0.00			How Received: PHONE	Preliminary Type:IMPROPER BILLS		
County: Lake	Customer Phone: (352)-343-5603		Sent To Company: Y	Apparent Rule Violation: N	PSA:		
WILLIAM BROWN		0982075W	AQUA UTILITIES FLORIDA, INC.	WS881	11/29/2010		
Date Closed: //	Assigned Analyst: SHONNA MCCRAY			Closed Analyst:			
Service/Billing: B	Savings: 0.00			How Received: PHONE	Preliminary Type:IMPROPER BILLS		
County: Lake	Customer Phone: (352)-343-0954		Sent To Company: Y	Apparent Rule Violation: N	PSA:		
JOSEPH STAKUN		0982524W	AQUA UTILITIES FLORIDA, INC.	WS883	12/01/2010		
Date Closed: //	Assigned Analyst: SHONNA MCCRAY			Closed Analyst:			
Service/Billing: S	Savings: 0.00			How Received: E-FORM	Preliminary Type:REPAIR		
County: Pasco	Customer Phone: (813)-780-1313		Sent To Company: Y	Apparent Rule Violation: N	PSA:		
MICHAEL BRENNER		0982551W	AQUA UTILITIES FLORIDA, INC.	WS884	12/01/2010		
Date Closed: //	Assigned Analyst: VIOLET FARIA			Closed Analyst:			
Service/Billing: S	Savings: 0.00			How Received: E-FORM	Preliminary Type:QUALITY OF SERVICE		
County: Polk	Customer Phone: (863)-868-6665		Sent To Company: Y	Apparent Rule Violation: N	PSA:		

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
SSC	Total Cases: 25			SSC		Total Savings: 30.03	
	Total Cases: 28					Total Savings: 30.03	

12/06/2010

FLORIDA PUBLIC SERVICE COMMISSION  
COMPLAINTS QUERY REPORT



Aqua Complaints closed from  
10/16/10 - 11/30/10

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
SSC							
	WILLIAM GLAVAS	0875224W	AQUA UTILITIES FLORIDA, INC.	WS883	08/03/2009	WB-14	T
Date Closed:	10/18/2010	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEIL FORSMAN		
Service/Billing:	B	Savings:	30.03	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(315)-899-8900	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	DIANE MAURO	0958213W	AQUA UTILITIES FLORIDA, INC.	WS883	07/30/2010	GI-25	T
Date Closed:	11/10/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-277-6169	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	JEFFERY ELKINS	0958414W	AQUA UTILITIES FLORIDA, INC.	WU174	08/02/2010	GI-25	T
Date Closed:	10/22/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:	(352)-694-6255	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	CHRISTEN CASTRO	0958831W	AQUA UTILITIES FLORIDA, INC.	WS886	08/03/2010	GI-05	T
Date Closed:	11/12/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-366-0049	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	LAKE GIBSON UNITED METHODIST CHURCH	0966075W	AQUA UTILITIES FLORIDA, INC.	WS884	09/08/2010	GI-15	T
Date Closed:	10/28/2010	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Polk	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
BRADLEY FOX		0966077W	AQUA UTILITIES FLORIDA, INC.	WS884	09/08/2010	GI-15	T
Date Closed:	10/28/2010	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Polk	Customer Phone:	(863)-858-9296	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
SANDRA STROUD		0966658W	AQUA UTILITIES FLORIDA, INC.	WS883	09/10/2010	GI-25	T
Date Closed:	10/19/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	172.71	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-937-6551	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
TIMOTHY TYLER		0966817W	AQUA UTILITIES FLORIDA, INC.	WS688	09/10/2010	GI-15	T
Date Closed:	10/21/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	OUTAGES
County:	Alachua	Customer Phone:	(352)-378-8580	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
LYNN MAY		0968890W	AQUA UTILITIES FLORIDA, INC.	WS885	09/21/2010	WB-49	L
Date Closed:	10/27/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Putnam	Customer Phone:	(904)-806-5192	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
WAHID ALI		0970893W	AQUA UTILITIES FLORIDA, INC.	WS886	09/29/2010	GI-25	T
Date Closed:	11/03/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(321)-296-7056	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
HARRIET WHITE		0971850W	AQUA UTILITIES FLORIDA, INC.	WS885	10/04/2010	GI-25	T
Date Closed:	11/30/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Putnam	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
GLEND A DOLAN		0972885W	AQUA UTILITIES FLORIDA, INC.	WS883	10/08/2010	GI-30	T
Date Closed:	11/16/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Pasco	Customer Phone:	(727)-863-3546	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
KELLI GROSS		0973049W	AQUA UTILITIES FLORIDA, INC.	WS883	10/11/2010	GI-25	T
Date Closed:	11/23/2010	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER DISCONNECTS
County:	Pasco	Customer Phone:	(727)-841-7793	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
KATRENA RANDOLPH		0974616W	AQUA UTILITIES FLORIDA, INC.	WS888	10/18/2010	GI-25	T
Date Closed:	11/30/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Washington	Customer Phone:	(850)-773-3630	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
MATT RIDDLE		0975397W	AQUA UTILITIES FLORIDA, INC.	WS881	10/21/2010	GI-05	T
Date Closed:	11/16/2010	Assigned Analyst:	SHIRLEY STOKES	Closed Analyst:	SHIRLEY STOKES		
Service/Billing:	B	Savings:	601.91	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-617-8664	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
YVONDA BRAY		0975664W	AQUA UTILITIES FLORIDA, INC.	WU174	10/22/2010	GI-25	T
Date Closed:	11/30/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
RICHARD BRYSON		0975839W	AQUA UTILITIES FLORIDA, INC.	WS881	10/25/2010	GI-25	T
Date Closed:	11/30/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
SSC	Total Cases: 17			SSC		Total Savings: 804.65	
	Total Cases: 17					Total Savings: 804.65	