

Diamond Williams

080121-WS

From: ROBERTS.BRENDA [ROBERTS.BRENDA@leg.state.fl.us]
Sent: Tuesday, January 18, 2011 11:10 AM
To: Filings@psc.state.fl.us
Cc: Bruce May; Caroline Klancke; cecilia_bradley@oag.state.fl.us; Erik Sayler; Katherine Fleming; Kimberly A. Joyce; Patti Daniel; Ralph Jaeger; Tim Devlin
Subject: e-filing (Dkt. No. 080121-WS)
Attachments: 080121.ZephrShores.september22.2010.pdf

Electronic Filing

a. Person responsible for this electronic filing:

Charlie Beck, Deputy Public Counsel
Office of Public Counsel
c/o The Florida Legislature
111 West Madison Street, Room 812
Tallahassee, FL 32399-1400
(850) 488-9330
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b. Docket No. 080121-WS

In re: Application for increase in water and wastewater rates in Alachua, Brevard, DeSoto, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by Aqua Utilities Florida, Inc.

c. Document being filed on behalf of Ms. Julie Knox.

d. There are a total of 6 pages.

e. The document attached for electronic filing is the minutes of an Aqua Customer Meeting held in ZephrShores.

(See attached file: 080121.ZephrShores.september22.2010.pdf)

Thank you for your attention and cooperation to this request.

Brenda S. Roberts
Office of Public Counsel
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DOCUMENT NUMBER: CA11

00391 JAN 18 =

FPSC-COMMISSION CLERK

1/18/2011

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President of the Senate



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DEAN CANNON
*Speaker of the
House of Representatives*



January 18, 2011

Ms. Ann Cole
Commission Clerk and Administrative Services
Room 100, Easley Building
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Docket 080121-WS

Dear Ms. Cole:

I am forwarding the minutes of an Aqua customer meeting held in ZephrShores on September 22, 2010, for filing in docket 080121-WS. The minutes were prepared by Ms. Julie Knox, a customer of Aqua who attended the meeting.

Please call if you have any questions.

Sincerely,

A handwritten signature in cursive script that reads "Charlie Beck".

Charlie Beck
Deputy Public Counsel

CB:bsr

cc: all parties of record, Docket No. 080121-WS

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

**MINUTES OF AQUA WATER CUSTOMER MEETING
HELD AT ZEPHYR SHORES ON 9/22/10**

Minutes transcribed by Julie Knox, American Condo Park

Gus Alexakos from Zephyr Shores called meeting to order at 3 P.M.

All Speakers were introduced: From Aqua Water:

Jack Lihvarcik – President

Troy Rendall Engineer (in charge of rates)

Trisha William – Engineer (scientist)

Charlie Beck – Atty. for Public Counsel

Earl Poucher – For Public Counsel

Mr. Lihvarcik, President of Aqua Water: explained Aqua has filed for rate increase, which the purpose of this meeting is to go over the proposed rate increase. Troy Rendall, engineer went over what the increase concludes. Charlie Beck, Public Counsel talked about the prospective of how the OPC uses at the rate case. Trisha William – Engineer for Aqua explained when Aqua was down here in July they identified some low pressure concerns on Ada Ave. and since has put an engineer on board who is drafting plans for an interconnect behind Ada Ave. & Zephyr shore Dr. Permits are in the process which will take approx. 3 months before construction begins. Residents will get a letter before construction begins.

Troy Rendall - Engineer for Aqua passed around a packet of secondary water changes and proposed consolidated rates. He explained that since Aqua was here in July, they have identified the problems, what the cost of the secondary water project will be and the potential impact of this project to Aqua's customers. There are two PSC Service Hearing meetings scheduled for Oct 20 at 6 P.M. in New Port Richey and Oct.28 at 6 P.M. in Lakeland. Notices will be mailed out.

Charlie Beck – Atty. for Public Counsel explained the last rate, which set the existing rate case, the Commissions decided to stall the session concluding at March or April of next year. Aqua has set the new rate case Sept. 1st; this rate case procedure will be customer hearing, in Late Jan. or Feb recommendation to Commissioners. This rate case will come out before the current one is resolved.

Earl Poucher – For Public Counsel commented the above customer hearing are very important, that this commission needs to know if water quality has improved this year. Are service reps more responsible? Do they call back? The commission needs impute to base their decision on. We need experiences whether good or bad.

Questions & Answers

Zephyr Shore Resident (23:00) – I live on Madison Ave. They were digging holes to make loops was it for pressure or flushing? As far as flushing it won't make a difference we still have poor quality.

Answer from Trisha Williams answered it was for pressure and it will be for flushing also.

Zephyr Shore Resident – Do you need easements from Residents? Trisha Williams answered yes. Zephyr shore Resident – You have tripled my rates and I still have poor quality, I can't drink the water because of the taste. If you have to go across my property you better find another way.

American Condo Resident (24:50) – wanted to get an understanding on the rates they are proposing. Under the new rate plan he figured that would be an increase of \$5.00 per month for wastewater and water base charges yet Aqua says our rates could go down under the proposed rate schedule. Rates are too high now.

Troy Rendall Engineer and Charlie Beck – Atty. for Public Counsel responded

American Condo Resident commented that in Tampa utilities want you to conserve water and when you do you get higher rates and bills because you don't use a lot of water.

Answer from Charlie Beck – Atty. for Public Counsel agreed

Zephyr Shore Resident (34:05) – In the past the commissioners allowed interim rate increase will that happen again? Answer: It could be decided around Nov. 9th Troy Rendall Engineer and Charlie Beck – Atty

Zephyr Shore Resident (35:25) – complained that he is still having problems with black rings. That they were told lines would be flushed every 3 weeks on a Thursday, which Aqua does not stick to schedule. Can't drink water, Complained of high rates.

American Condo Resident (35:81) asked what determines what band you are in. Explanation given by Troy Rendall Engineer and discussion followed

American Condo Resident (47:15) replied her water does not taste as bad or smell as bad as it did before sequestration started however, if you sit water out overnight it jells or make ice tea and sit it out overnight it jells too. I have a serious problem with your service representatives. I am widowed and in order to take my husband's name off the bill and change it to mine, I had to close out the account and reopen it go thru credit check and re-establish my account. Yet they were accepting my checks with my name on it all along.

American Condo Resident (50:30) I'm on the end of the line in it's impossible to take a shower because it smells like rotten eggs, it has improved a little. My water bill was outrageous it was \$748.00 using 41 thousand gallons to water my yard. This is water

only; I'm on a separate system. I have a copy of the bill here. Aqua responded to see them after meeting.

American Condo Resident (53:40) While we were gone we had a water leak our bill for August 28th thru July 30th For 30 days usage of 19,500 gallons. I called your service dept. about it there is nothing they can do. Someone needs to address problem. Could you please disregard the sewer charge for the water and please address this problem. Aqua responded by saying there is a 6000 gallon cap on the sewer after 6000 gallons you are not charged for sewer, However, see us after meeting to see if we can do anything.

American Condo Resident (57:36) asked when the bands started and who started them. Also complained about how high rates are now. Aqua explained and also said there is a cap of 6000 gallons on sewer charges. Commission approves all rates or how they came about in bands.

American Condo Resident (01:01:00) commented that they are not flushing lines like we were told in meeting in July. When flushing is not done frequently water smell like raw sewage when brushing teeth and taking showers.

American Condo Resident (01:02:00) Reminded us Aqua is being monitored thru this year and how important it is to send complaints to the Public Commission so they can address it to the company

Zephyr Shore Resident (01:03:25) In 9 yrs our rates have tripled. The sales in our park have declined our houses have depreciated because no one wants to pay the high water bills. Pretty soon we are not going to be able to pay the property taxes

Zephyr Shore Resident (01:04:12) Thank you for explaining the cap band system & rates.

In reference to the meeting in Tallahassee in March, two of the systems got reduced rates I don't know how but I am going to challenge them again.

American Condo Resident (01:05:21) I have a copy of the meeting in Tallahassee in March

Dave Bussey said, after reading it, I was under the impression that we are subsidizing other areas and that is why we are in cap band four. According to the PSC 42% of the people in cap band four are subsidizing 63% of the freight. You are losing money on us according to the PSC and therefore you increase our rates. Why are you keeping us? Pasco County wants to buy us. This is not a good business venture. Aqua responded - discussion Followed.

Zephyr Shore Resident (01:16:22) Residents from both parks pay approx. \$54.00 in base charges a month even when they are not in residence, before they even use a drop of water. In your proposal Sept. 1st did you decrease or eliminate that charge? Aqua explained how the public service commission establishes the rates, there are fixed

charges that to be recovered whether you are in the park or not. Under our proposal it will go up \$5.00 per month.

American Condo Resident Julie Knox asked Mr. Lihvarcik if he is familiar with the letter from Aqua Water dated September 15, 2010 to Florida Public Service Commission Staff reference Summary of Customer Meetings - Secondary Water Quality Mr. Lihvarcik responded yes.

He was then asked who took the notes because there are discrepancies. Section 4 Zephyr Shores Aqua stated there were approx. 55 customers and approx. 16 customers gave comments. Julie stated she had 58 in attendance and 21 residents took the microphone. Under notes to the

Florida Public Service Commission under American Condo Representatives stated: they do not have any odor issues but notice white ring build after they finish, when washing their cars. White rings build up when the water dries. She reread her statement about the smell of sewer when her water is on, also commented that after that meeting she showed them which houses in American Condo were having problems. She held up a newspaper article whose staff was at that meeting on July 8 in that article it stated I quote the water stinks! She then asked again who took notes at the July 8 meeting. She received no answer.

Zephyr Shore Resident asked why are the meeting scheduled in New Port Richey and Lakeland at 6 P.M. they were too long and I had to leave at 9 P.M. Aqua responded that the PSC scheduled the meetings not Aqua.

Everyone from both parks was thanked for attending, and the meeting was adjourned at approximately at 5:30 P.M.

SUMMARY OF MEETING – AQUA WATER MEETING 9/22/10

43 Residents from Zephyr Shores and American Condo attended meeting.

19 Residents took the microphone and spoke.

THOSE CUSTOMERS HAD THE FOLLOWING COMPLAINTS *

9 Poor quality (Taste, Smell, black lines, particles, rust, water jelling)

10 High rates

1 Systematic Flushing

1 Lack of sales due to high water bill

2 Poor Customer Service

*some residents raised multiple concerns

Aqua's Summary to the PSC dated September 16, 2010 in reference to customer meetings on July 8th Aqua reported American Condo did not have odor issues yet recordings, notes and newspaper articles quotes "Water Stinks" yet when asked the question "Who took your notes?" No one from Aqua replied. Charlie Beck replied he will submit the notes from Julie Knox to the PSC.

Majority of Residents complained about the poor quality of water
And the High rates for that quality of water, and oppose anymore rate increases.

Other issues poor customer service, no answers, replies or follow-ups from Customer service.