

Marguerite McLean

110019-WS

From: Filings@psc.state.fl.us
Sent: Thursday, August 11, 2011 1:46 PM
To: 'pederhong@gmail.com'
Subject: FW: Docket No. 110019-WS

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 01002-11
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Mr. Hong,

Please be advised the Commission Clerk's e-mail [Filings@psc.state.fl.us] is for official filings only and is not to be included on e-mails of communication between parties. For further information on what documents are eligible for e-filing, please see e-filing requirements on the PSC website: <http://www.floridapsc.com/dockets/e-filings/>

Marguerite H. McLean
Records Technician
Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
850-413-6770

From: PEDER HONG [<mailto:pederhong@gmail.com>]
Sent: Thursday, August 11, 2011 10:53 AM
To: Filings@psc.state.fl.us
Subject: Fwd: Docket No. 110019-WS

Please advise me if you have the same problem as Mr. Reilly. Thank you.

----- Forwarded message -----

From: REILLY,STEVE <REILLY.STEVE@leg.state.fl.us>
Date: Thu, Aug 11, 2011 at 10:23 AM
Subject: Docket No. 110019-WS
To: PEDER HONG <pederhong@gmail.com>

I was unable to print a good copy of your petition from the e-mail you sent me. I hope to be able to print a copy from the PSC docket file when it is available.

Marguerite McLean

From: PEDER HONG [pederhong@gmail.com]

Sent: Thursday, August 11, 2011 2:05 PM

To: Filings@psc.state.fl.us

Subject: Re: Recall: Docket No. 110019-WS

OK.

On Thu, Aug 11, 2011 at 1:32 PM, Filings@psc.state.fl.us <Filings@psc.state.fl.us> wrote:

Filings@psc.state.fl.us would like to recall the message, "Docket No. 110019-WS".

[Cuk note: e-mail recalled to include add'l. info;
add'l info was not included & original e-mail
was re-sent.] *MMcLean*

Marguerite McLean

From: Filings@psc.state.fl.us
Sent: Thursday, August 11, 2011 1:31 PM
To: 'pederhong@gmail.com'
Subject: FW: Docket No. 110019-WS

Mr. Hong,

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<http://www.floridapsc.com/dockets/e-filings/>

Marguerite H. McLean
Records Technician
Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
850-413-6770

From: PEDER HONG [mailto:pederhong@gmail.com]
Sent: Thursday, August 11, 2011 10:53 AM
To: Filings@psc.state.fl.us
Subject: Fwd: Docket No. 110019-WS

Please advise me if you have the same problem as Mr. Reilly. Thank you.

----- Forwarded message -----

From: REILLY.STEVE <REILLY.STEVE@leg.state.fl.us>
Date: Thu, Aug 11, 2011 at 10:23 AM
Subject: Docket No. 110019-WS
To: PEDER HONG <pederhong@gmail.com>

I was unable to print a good copy of your petition from the e-mail you sent me. I hope to be able to print a copy from the PSC docket file when it is available.

Dorothy Menasco

110019-WS

From: Dorothy Menasco
Sent: Wednesday, August 10, 2011 12:37 PM
To: Lisa Bennett
Cc: Pat Brady
Subject: RE: Docket 110019-WS

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
 DOCUMENT NO. 01002-11
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Thank you for the clarification. We will change the designation from "interested person" to "party of record" per your instructions below.

From: Lisa Bennett
Sent: Wednesday, August 10, 2011 12:36 PM
To: Dorothy Menasco
Cc: Pat Brady
Subject: RE: Docket 110019-WS

He should be a party of record listed in CMS. His petition should be a separate document number.

Lisa C. Bennett
 Senior Attorney
 2540 Shumard Oak Boulevard
 Tallahassee, FL
 850-413-6230

From: Dorothy Menasco
Sent: Wednesday, August 10, 2011 12:35 PM
To: Lisa Bennett
Cc: Pat Brady
Subject: Docket 110019-WS

Hi Lisa,

We are in receipt of an e-filing from an interested person in the above mentioned docket. We have assigned the document DN 05628-11. Mr. Hong has not filed a notice of appearance, a petition to intervene, or other form of request to be added as a party of record. Please advise if he should be made a party of record in the parties list in CMS, or if this document should have been placed in consumer correspondence instead. Thank you for your help.

Dorothy

8/10/2011

To: Office of Commissions Clerk, Florida Public Service Commission

July 20, 2011

from: Nicholson

RECEIVED-FPSC

11 JUL 22 AM 8:52

ROBERT V. NICHOLSON
MARGARET D. NICHOSON

11 JUL 22 AM 7:03

COMMISSION
CLERK

6201 Topsail Rd.
Lady Lake, Fl. 32159
352 787 1232

July 20, 2011

Office of Commissions Clerk
2540 Shumard Oak Boulevard
Tallahassee, Fl. 32399-0850

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		

Re: Notice of Application for Approval of Transfer and Application for Original Certificate for an Existing Wastewater System Requesting Initial Rates and Charges Harbor Hills Utility, LP in Lake County Florida to Aqua Utilities Florida, Inc., And subsequent notices pertinent thereto.

Gentlemen:

Supplementing our prior filed protests and in addition thereto we submit the following:

Approval of the Application will result in the unjust enrichment of Harbor Hills Utilities LP and/or Aqua Utilities Florida, Inc. The parties will be unjustly enriched because they will acquire property rights (Certificate for Initial Rates). These "property rights" will be acquired at the expense of the residential property owners within the Wastewater system without compensation to said residents.

In the event the application is approved, equity requires that it be amended to protect the property rights of the residential property owners within the system. This can be accomplished by amending the Application to exclude present residential property owners from the rate charges for a period of years equal to the remaining composite useful life of the waste water utility.

The use of Composite useful life is recognized by the Florida Public Service Commission. (See footnote to Exhibit W-4, Form PSC/ECR 003-W, to wit: "*If depreciation rates prescribed by this Commission are on a composite basis, entries should be made on this line only.")

To: Office of Commissions Clerk, Florida Public Service Commission
July 20, 2011

from: Nicholson

An applicable composite rate can be determined in the instant case by reference to the 2010 annual reports of Harbor Hills Utilities, LP and/or Aqua Utilities.

For example purposes:

LP, exhibit W-4(a) and exhibit W-6(a), to wit:

(a) Total Utility Plant Accounts #304-348 (excluding land and land rights)	\$1,690,762.98
Exhibit W-6(a):	
(b) Depreciation entries for the year, accounts #304-348)	\$ 42,634.09
Composite rate = (a) divide by (b)	40 years

**REQUIRED AMENDMENT TO THE INTIAL RATE APPLICATION
TO ASSURE
EQUITY TO RATE PAYERS
and
AVOID UNJUST ENRICHMENT TO
HARBOR HILLS UTILITIES L.P. and AQUA UTILITIES FLORIDA, INC.**

Year Plant placed in service per Application for initial Rate Base	1989
Anticipated year of acquisition by Aqua	2012
Expired years	23
Composite life of Plant and Equipment	40
Remaining life expectancy	17

REQUIRED AMEMDMENT:

Prohibition of wastewater charges to residential property owners for a period of seventeen years.

The undersigned hereby object to the afore cited application, and request, suggest and demand that said application be denied.

The application should be denied for the following reasons, circumstances and conditions:

Approval of the request for rates and charges for Wastewater services is in violation of and contrary to an existing contractual agreement. (Whether verbal or written this contractual agreement is validated by time and usage over an extended period of years.)

To: Office of Commissions Clerk, Florida Public Service Commission
July 20, 2011

from: Nicholson


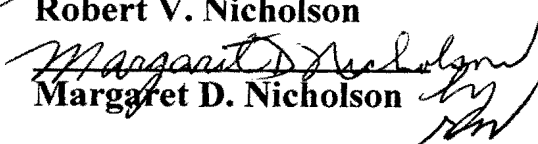
When we purchased our lot and contracted for the construction of our single family dwelling in Harbor Hills, one of the enticing features of this particular location was that it would be connected up to the wastewater system and that the charges therefore would be included in our water bill. Developer (same ownership as the Water Utility) voiced no objection and thereby consented thereto by his silence. This circumstance has been uninterruptedly consistent over the past 20 years.

Now comes Harbor Hills Utilities, before you, and asks your approval to levy an additional charge to me the consumer, without my consent or approval.

The levy of this additional charge will impact my property value, in that it will increase the carrying charges to live here. This is being done, unilaterally, without my agreement thereto.

From the date of my residency to present date, it has been the procedure to include wastewater services as part of the Utility services. We had every reason to believe, and in fact did so believe that our water service charges included the charges for wastewater services. Harbor Hills Utilities by its silent uniform course of practice, uninterrupted over more than 20 years, constitutes acknowledgment of this agreement and understanding.

Respectfully signed as rate-payers and consumers served by the above subject Utility.


Robert V. Nicholson

Margaret D. Nicholson

Copy: D. Bruce May Jr. Holland & Knight,
315 South Calhoun St., Suite 600,
Tallahassee, Fl. 32301.

Copy: Office of Commissions Clerk
2540 Shumard Oak Boulevard
Tallahassee, Fl. 32399-0850

Copy: Ms. Lisa Bennett
Office of the General Counsel
2540 Shumard Oak Boulevard
Tallahassee, Fl. 32399-0850

Copy: Stephen C. Reilly, Esq.
Associate Public Counsel, Office of Public Counsel,
111 West Madison St., Room 812
Tallahassee, Florida 32199-1300

ROBERT V. NICHOLSON
6201 Topsail Rd.
Lady Lake, Fl. 32159

MID FLORIDA PDC
FL 3273 T
20 JUL 2011 PM



11 JUL 2011 11 08 55

11 JUL 22 AM 8:55

*Office of Commissions Clerk
2540 Shumard Oak Boulevard
Tallahassee, Fl. 32399-0850*

32399+0850



To: Office of Commissions Clerk, Florida Public Service Commission

July 5, 2011
from: Nicholson

RECEIVED--FPSC

ROBERT V. NICHOLSON
MARGARET D. NICHOLSON

JUL 12 AM 11:15

6201 Topsail Rd.
Lady Lake, Fl. 32159
352 787 1232

COMMISSION
CLERK

July 5, 2011

Office of Commissions Clerk
2540 Shumard Oak Boulevard
Tallahassee, Fl. 32399-0850

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		

Re: Docket No. 110019-WS

Holland & Knight's (H & K) hand delivered Aqua Utilities Florida Inc. (AUF) response to Florida Public Service Commission (FPSC) Staff letter of May 31, 2011 which identified certain deficiencies, and requested additional information in connection with the water and wastewater application in the above referenced docket.

Gentlemen:

This communication consists of four parts:

- Part I - AUF Defective Response
- Part II - ADDITIONAL INFORMATION IS REQUIRED
- Part III - CONSEQUENCES OF FLAWED PROJECTIONS
- PART IV - NECESSARY ACTION

PART I – AUF Defective Response

The undersigned hereby bring to your attention that the above cited response to Staff letter is vague and unresponsive as to the subject matter set forth as follows:

FPSC Staffs request (per H & K response letter, page 4):

Additional Information

7. Wastewater Revenue Requirements. Please describe in detail the basis used and/or documents relied upon for the annual wastewater growth projection through the year 2014.

RESPONSE:

The wastewater growth projections are based on data received from the current utility owner, who is also the developer for the service area. The current owner/developer indicated that there is additional territory inside the current development of 88 future homes for water/sewer service. For the projections, it was assumed that these 88 additional new homes (connections) would occur over the next seven years. The proposed initial rates were calculated at 80% buildout out in year six.

8. *System Maps. Please provide water and wastewater system maps showing which lots have existing connections and which lots are vacant.*

RESPONSE:

The requested system maps indicating the lots and existing connections are appended hereto as Composite Attachment "3".

PART II - ADDITIONAL INFORMATION IS REQUIRED

AUF response to FPSC Staff's request":

Request: *"detail the basis used and/or documents relied upon for the annual wastewater growth projection through the year 2014".*

Response: *Is a recitation that "The wastewater growth projections are based on data received from the current utility owner, who is also the developer for the service area."*

This adds no information and no elaboration that is responsive to FPSC Staff's request for additional information. The projection is predicated on economic conditions and data that is now several years old and needs to be updated to consider current economic conditions and Developer's minimum building activity for the past three years.

Examination of the "system maps" further demonstrates that the projection is flawed, in that it is highly improbable if not impossible *"that these 88 additional new homes (connections) would occur over the next seven years"*. None of these "88" additional homes have occurred, and the projection is now into its third year.

Examination of the individual parcels brings to light the high improbability that these 88 additional homes will ever be added to the system.

Parcel identified on Lake County Property Appraiser map under Alternate Key 3388674:
This parcel is partially paved for boater's vehicles using the adjacent boat ramp. The west side of this parcel is contiguous to the waste water ponds of the waste water utility, and on the east side by a marina and marsh land subject to environmental concerns.

Further this parcel is at a substantially lower elevation as to the treatment plant. Existing residential dwellings at this elevation are not connected to the treatment plant.

To conclude that residential development would be in high or any demand at this location is beyond unrealistic unbridled optimism.

Parcel identified on Lake County Property Appraiser map under Alternate Key 3388691:
This parcel is a narrow strip of land which is a berm running at the rear of the houses on the westerly side of Bayview Ave., fronting and contiguous to Griffin View Road. There is not a remote possibility that this parcel could be developed for residential connections.

Parcel identified on Lake County Property Appraiser map under Alternate Key 3388682:
This parcel is zoned as "non agricultural" and is platted as commercial. FPSC Staff is left to speculate as to the Utility's calculation of "residential units" pertaining to this parcel!

A question to be answered is: *Has the Utility included in its projection an equivalent number of ERC's based on commercial connections?*

If such a calculation is included in the projection, then it is contrary to Developer's opinion that this is not possible and not part of Developer's plans.

Developer has stated in sworn testimony in response to his attorney's questions as to this parcel:

reference: In the Circuit Court of the Fifth Judicial Circuit, in and for Lake County, Florida, Case No: 2010 CA 001095 (pages 110, 111 of transcript)

“... By Mr. Smith:

Q. Just to be clear, looking at the governing, the definition of commercial property – you alluded to that earlier – can you tell me, Mr. Rich, in Harbor Hills, is there any property at all out there that's intended and designed to accommodate retail commercial enterprises at this point? A. Definitely not.

Q. Has there ever been, to your knowledge? A. Definitely not.

Q. Now there is some property, 3.2 acres, that may be - - that may be zoned commercial. If that ever is intended and designed to accommodate retail spaces, would it then fit the definition as you understand it?

A. If it was designed. But I would have to leave the state if we did that because this would be commercial property right across the street from somebody's house and that would never be permitted.

Q. Are there any – is there electricity to accommodate retail commercial enterprises? A. No, sir. No, sir,

Q. Is there water to - - A. No, sir.

Q. – to accommodate - -

A. There's just the one water main that runs all along Harbor Hills Boulevard and it doesn't even have an – any connections to go through it to the property.”

...

The remaining parcels identified on in AUF response are fully developed and with the exception of one unimproved lot, there is no opportunity for additional residential connections.

PART III - CONSEQUENCES OF FLAWED PROJECTIONS

Absence of corrected and updated projections would deny the FPSC the opportunity to make the most informed and just decision for all parties concerned.


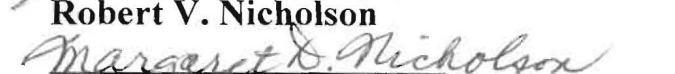
Projections that are flawed and unrealistic would cause the projected waste water costs to consumers to be grossly understated.

When actual residential connections are determined, AUF will seek extraordinary increases to accommodate the actual per customer costs.

PART IV - NECESSARY ACTION

The undersigned respectfully request and urge FPSC Staff to continue an aggressive pursuit of answers to the questions raised in their above cited deficiency notice.

Respectfully signed as rate-payers and consumers served by the above subject Utility.


Robert V. Nicholson

Margaret D. Nicholson

Copy: D. Bruce May Jr. Holland & Knight,
315 South Calhoun St., Suite 600,
Tallahassee, Fl. 32301.

Copy: Office of Commissions Clerk
2540 Shumard Oak Boulevard
Tallahassee, Fl. 32399-0850

Copy: Ms. Lisa Bennett
Office of the General Counsel
2540 Shumard Oak Boulevard
Tallahassee, Fl. 32399-0850

Copy: Stephen C. Reilly, Esq.
Associate Public Counsel, Office of Public Counsel,
111 West Madison St., Room 812
Tallahassee, Florida 32199-1300

Clarence J. Prestwood, Chief of Auditing
Office of Auditing and Performance Analysis
Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

ROBERT V. NICHOLSON
6201 Topsail Rd.
Lady Lake, Fl. 32159

MID FLORIDA FL 323

05 JUL 2011 PM 1 1



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11 JUL 12 AM 7:00

*Office of Commissions Clerk
2540 Shumard Oak Boulevard
Tallahassee, Fl. 32399-0850*

32399+0850



To: Office of Auditing and Performance Analysis *
June 22, 2011

Clarence J. Prestwood, Chief of Auditing
from: Nicholson

ROBERT V. NICHOLSON
201 Topsail Rd.
Lady Lake, Fl. 32159
352 787 1232

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11 JUN 24 AM 8:57

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110019-WS

June 22, 2011

Clarence J. Prestwood, Chief of Auditing
Office of Auditing and Performance Analysis
Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

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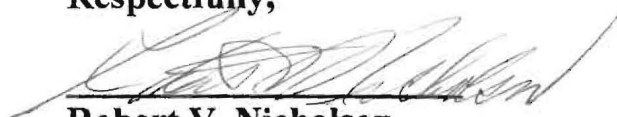
- Re: Notice of Application for Approval of Transfer and Application for Original Certificate for an Existing Wastewater System Requesting Initial Rates and Charges Harbor Hills Utility, LP in Lake County Florida to Aqua Utilities Florida, Inc., and subsequent notices pertinent thereto.
- Public Service Commission letter of June 2, 2011, notice of audit (copy attached).
- Robert V. Nicholson letter of April 25, 2011 to Stephen C. Reilly, Esq., Office of Public Counsel, (copy attached).

Dear Sir:

I respectfully suggest, and formally request that the scope of your audit as set forth in the attached letter of notice to Harbor Hills Utilities, L.P. take into consideration the facts and circumstances set forth in my letter of April 25, 2011 to the Office of Public Counsel (copy attached).

It is evident that because of the co-mingling of record keeping, conduct of transactions, and bookkeeping procedures, a complete audit cannot take place without examination of the books and records of related and affiliated entities owned or controlled by the same controlling parties.

Respectfully,



Robert V. Nicholson

**To: Office of Auditing and Performance Analysis * Clarence J. Prestwood, Chief of Auditing
June 22, 2011 from: Nicholson**

**Copy: D. Bruce May Jr. Holland & Knight, 315 South Calhoun St., Suite 600,
Tallahassee, Fl. 32301.**

**Copy: Office of Commissions Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Fl.
32399-0850**

**Copy: Ms. Lisa Bennett, Office of the General Counsel, 2540 Shumard Oak Boulevard,
Tallahassee, Fl. 32399-0850**

**Copy: Stephen C. Reilly, Esq., Associate Public Counsel, Office of Public Counsel,
111 West Madison St., Room 812, Tallahassee, Florida 32199-1300**

**Enclosures (2) PSC Letter, notice of audit, June 5, 2011
Nicholson letter to Office of Public Counsel April 25, 2011**

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
LISA POLAK EDGAR
RONALD A. BRISÉ
EDUARDO E. BALBIS
JULIE I. BROWN

STATE OF FLORIDA



CAPITAL CIRCLE OFFICE CENTER
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL 32399-0850

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COMMISSION
CLERK

Public Service Commission

June 2, 2011

Mr. John M. Lihvarcik
Harbor Hills Utilities, L.P.
510 Highway 466, Suite 204
Lady Lake, FL 32159

Re: Docket No. 110019-WS; Certificate Transfer; Audit Control No: 11-153-1-3

Dear Mr. Werner:

The Florida Public Service Commission will conduct an audit, in accordance with Commission audit procedures. Access will be requested to documents and records of the utility and, if necessary, supporting records for affiliate company transactions that affect regulated operations. Staff auditors may also request to review the utility's external audit working papers for the most recent independent audit. Ms. Lynn Deamer, the Tallahassee district office supervisor, will coordinate this audit. Ms. Deamer can be reached at (850) 413-6416. Questions regarding the audit or audit staff should be directed to the district supervisor or myself. My phone number is (850) 413-6946.

The Audit Access to Records rule for each industry states: "In those instances where the utility disagrees with the auditor's assessment of a reasonable response time to the audit request, the utility shall first attempt to discuss the disagreement with the auditor and reach an acceptable revised date. If agreement cannot be reached, the utility shall discuss the issue with successive levels of supervisors at the Commission until an agreement is reached."

A formal report is expected to be issued for internal Commission use on September 30, 2011. A copy of the final report will be mailed to the company liaison listed on the Commission Mailing Directory.

Sincerely,

Clarence J. Prestwood, Chief of Auditing
Office of Auditing and Performance Analysis

CJP:ir

Cc: Office of Auditing and Performance Analysis (File Folder)
Office of Commission Clerk

DOCUMENT NUMBER - DATE

03901 JUN-6 =

FPSC-COMMISSION CLERK

**Robert V. Nicholson
6201 Topsail Rd.
Lady Lake, Fl. 32159**

April 25, 2011

**Stephen C. Reilly, Esq.
Associate Public Counsel
Office of Public Counsel
111 West Madison St., Room 812
Tallahassee, Florida 32199-1300**

Dear Steve:

I bring to your attention what may be a failure of Harbor Hills Utilities, LP to make full disclosure of inter-company transactions with affiliated companies.

Consistently for the years 2010, 2009, 2008 and presumably for all prior years, Harbor Hills Utilities, LP has completed Exhibits E-7 thru E10(a)(b) with the entry "Not Applicable".

The facts are that Harbor Hills Utilities LP payroll - Management, Administrative and Clerical, payroll taxes, Worker's Compensation Expense, and other payroll expenses; Administration Expenses, Telephone, Office Supplies, Copying, and other office expenses; and substantially all expenses of operating the Utility are paid by Harbor Hills Country Club. These expenses are then charged on a monthly basis to the Harbor Hills Utilities, by journal entry and/or inter-company billing.

Exhibit W-10(a) in accounts # 631 – 636 lists expenses for "Contractual Services ...". It is highly probable that a significant if not all of these expenses were contracted with affiliated entities.

Respectfully,

Robert V. Nicholson
Robert V. Nicholson

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DOCUMENT NO. 01002-11		
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11 MAY -2 AM 11:54

COMMISSION
CLERK

April 27 2011

Ms Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, Florida 32399-0850

110019-WS

Dear Ms Cole,

It has come to my attention that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida Inc.

These negotiations were underway for nearly two years, and we were never informed of this proposed sale. Our only notice of it came on January 2011 through PSC notice.

Water is very vital to our health, and our quality of life. We oppose this transfer for the following reasons:

- Transfer of the system to AUF is not in the public interest.
- We question whether the proposed wastewater service documentation is accurate.
- The notice which was provided to us was inaccurate and unclear.

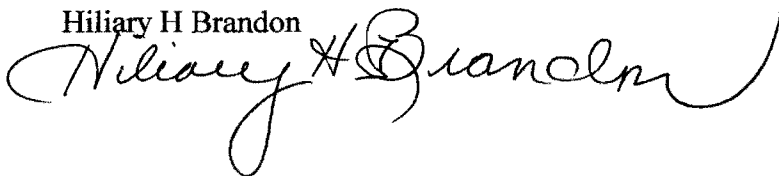
It is my opinion that the reputation and performance of AUF is highly questionable based on the facts and past experience in our state and others. Please do a thorough investigation on their past and present operations in the state of Florida , prior to transferring the Harbor Hills Utilities, Lp certificate to AUF.


Sincerely,

Rudolph W Stephens



Hiliary H Brandon



 Rudolph W. Stephens
6217 Topsail Rd
Lady Lake, FL 32159

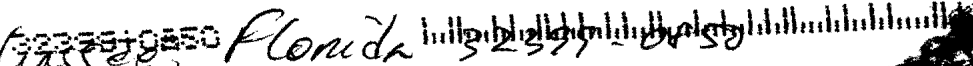
DAYTONA BEACH
FL 321 1 T
26 APR 2011 PM



POSTAL CENTER

11 APR 32 AM 7:10

MS Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, Florida 32399-0850



Craig Bloxham
39525 Grove Heights
Lady Lake, FL 32159

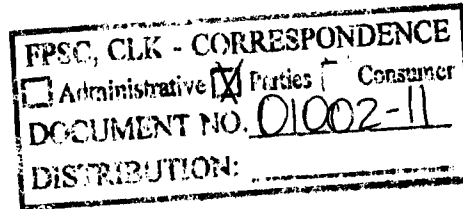
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11 MAY -2 AM 11: 50

COMMISSION
CLERK

April 26, 2011

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850



Reference: Docket # 110019-WS, Transfer of utilities from harbor Hills Utilities to Aqua Utilities

Dear Ms. Cole,

Please allow me to go on record as opposing the proposed transfer of Harbor Hills Utilities to Aqua Utilities.

I am sure many people have and will express their concerns relative to this transfer. There are very legitimate issues relative to Aqua's abilities to service its existing customers. A continual history of excessive complaints relative to this company is evidence of such.

Aqua is proposing to purchase Harbor Hills Utilities at what is a bargain basement price. Then package that purchase with other utility purchases it has made at much greater rates. While this company is saying it will not raise rates the first two years, it is inconceivable based on what it charges other communities that our rates will not skyrocket after this initial period. It is right to expect price increases however the 200%-300% increases some other Aqua purchased communities have experienced is simply excessive and not right.

The thing that bothers me and many of our residents is that while this transfer has been in the works for over two years, our developer did not relate this to us until this last January. He did have the courtesy to discuss this issue with us or give us the time to find an alternative purchaser or allow us the opportunity to put together a coop for the purpose of running this utility.

We need your help. One of the primary responsibilities of the Florida Public Service Commission is to protect us the consumers. While I can appreciate that it is hard to intercede with a private company transaction, I would suggest that this is what needs to happen here. Aqua needs to learn that it cannot run its business in such a shoddy fashion with such disregard for its existing clients and be successful in doing so. That is simply not the way it should work. The Commission needs to give them this message.

Sincerely,

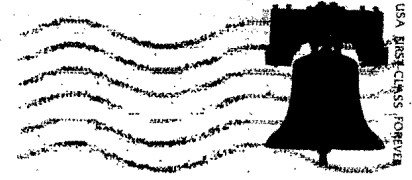

Craig Bloxham
Resident, Harbor Hills Community

CC: Senator Allen Hays, Representative Marlene O'Toole, D. Bruce May Jr. of Holland and Knight

Craig & Deborah Bloxham
39525 Grove Heights
Lady Lake, FL 32159



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FL 32111
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11 APR 28 AM 8:18

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To: Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
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110019-WS

From: Marjorie A. Tousignant
Harbor Hills
5112 Grove Manor
Lady Lake, FL 32159

SUBJECT: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

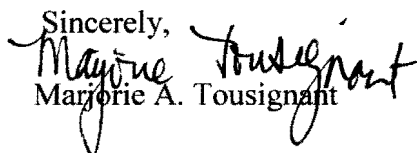
Dear Ms. Cole,

I have been made aware that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF).

While these negotiations, from what I've been told have been taking place for the better part of nearly two years, I was unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice.

Due to the poor reputation of Aqua Water Utilities, both within and outside the state of Florida, not to mention among people who I know personally that have Aqua Utilities for their water service, it seems that it would not be in the best interest of the residents of Harbor Hills.

I am requesting that the Public Service Commission please do a thorough investigation into this matter for the benefit of Harbor Hills residents who would like to continue to receive quality drinking water at reasonable rates.

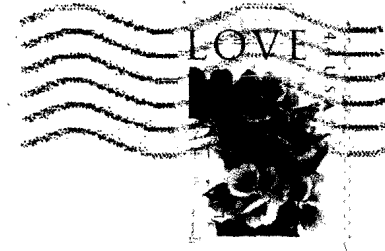
Sincerely,

Marjorie A. Tousignant

5112 Grove Manor
Lady Lake, FL 32159

DIST. UNION CENTER

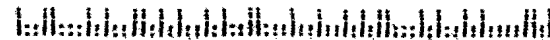
11 APR 28 AM 7:11

DAYTONA BEACH
FL 32117
26 APR 2011 PM



Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

32399-0850



ROGER WENDELKEN
5405 Grove Manor
Lady Lake Florida 32159
352-259-4033

RECEIVED-FPSC

11 MAR 16 AM 8:27

COMMISSION
CLERK

110019-WS

March 13, 2011

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. <u>01002-11</u>		
DISTRIBUTION: _____		

Re: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL

Dear Commissioners:

I am a resident of Harbor Hills, living at 5405 grove manor. I can be reached at 352-259-4033 or via email at rgw@embarqmail.com. I am strongly opposed to the pending transfer of ownership of the Harbor Hills Utility to Aqua Utilities. The track record of this firm borders on being criminal. Massive increases, poor service, questionable quality of the water are just a few items. It amazes me that rate increases are approved on a regular basis by the commission with no regard to the product and service delivered, I was under the impression that the commission was supposed to protect the consumer.

We have not even started with this firm and the initial correspondence with them seems to be lacking, either by design or ineptness. The initial letter, copy attached (attachment 1), was delivered in January 2011, it states that any objection must be filed within 30 days of the date identified in the letter. That date was January 7 2010. This of course made it impossible to respond in the allotted time frame. The next letter received on March 10 2011, copy attached (attachment 2), states that any objection must be filed with in 30 days of the date stated in the letter, that date is January 7 2011, once again it would be impossible to object in the time frame indicated as it has already passed prior to the receipt of the notice. Not withstanding all of the other problems associated with this transaction the application should be rejected until AUF presents it's notice to the consumers in a time frame that would allow objections to be made.

This community has suffered from lack of sales, this includes new homes as well as resale's. The developer started a new section just about 3 years ago, to date he has 3 homes sold and finished. Resale's have been just as bad if not worse. Our home values have dropped drastically

Ann Cole,
Commission Clerk
Written Comments on Docket No. 1 10091
Aqua Utilities Florida, Inc.'s Applications
Page 2 of 7

and if you need to sell you can expect a price that is in the range of 60% of the cost of your home. If this sale of the water system is approved , any possibility of selling your house will be severely compromised.

This is a retirement community and as such most residents are on a fixed income, if the anticipated increases in our water rates takes place it will be a burden on everyone. We have a large number of homes either in foreclosure or bank owned now, the result of this sale will only worsen this situation. The developer has stated that 100 or so homes are in arrears on payment of homeowners dues.

I am also concerned about the pending law suits between the Grove and Harbor Hills pertaining to the water that the developer cut off. Will this be settled prior to the sale?

If this sale is approved will the developer still be able to take water from lake Griffin for the golf course ,and to sell to certain residential areas as he is doing now.?

I am also wondering what the status of the Harbor Hills Club House will be. It will be serviced by AUF, the anticipated price for that service will be rather high. I assume that we the consumer, would be advised, prior to the sale if an arrangement was made between Harbor Hills and AUF as it pertains to the developers charges for water and waste treatment? Are they required to divulge any type of arrangement?

In closing ,thank you for your attention to this mater. I hope that impact on the consumers involved in this matter is paramount in the decisions of your board. Aqua has a record that is counter productive to a community. I would hate to see this community go under due to the sale of this water utility.

Sincerely

Roger Wendelken


CC
Holland & Knight
Att; D.Bruce May Jr.
315 South Calhoun Street
Suite 600
Tallahassee , FL 32301

Ann Cole,
Commission Clerk
Written Comments on Docket No. 1 10091
Aqua Utilities Florida, Inc.'s Applications
Page 3 of 7

ATTACHMENT 1

Notice of Application Approval Of Transfer Of Harbor Hills Utility, LP Utilities, L.P. Water System And Amendment Of Certificate In Lake County, Florida

Notice is hereby given on the ~~January 7, 2010~~ pursuant to Section 367.071, Florida Statutes of the Application for Approval of Transfer of the Water System of Harbor Hills Utility, LP., in Lake County Florida to Aqua Utilities Florida, Inc., (AUF) and Amendment of AUF's Certificate No. 106W. Aqua does not propose to change rates pursuant to this Application. The Harbor Hills Utility, LP. water system provides service to the following described territory in Lake County, Florida:

LEGAL DESCRIPTION

The following described lands located in portions of Sections 13 & 14, Township 18 South, Range 24 East, and Sections 7 & 18, Township 18 South, Range 25 East, Lake County, Florida:

Begin at the Southeast corner of Section 12, Township 18 South, Range 24 East, for the POB; thence run North 00°07'21" West, along the East boundary of said Section 12 a distance of 66.62 feet to the centerline of Lake Griffin Road and a point on a curve having a radial bearing of North 27°13'16" West, said curve being concave Northwesterly having a radius of 615.63 feet; thence run Easterly along said centerline an arc distance of 228.02 feet, said arc having a delta of 21°13'18", a tangent distance of 115.33 feet, a chord bearing of North 52°10'04" East and a chord distance of 226.72 feet to a point of tangency; thence run North 41°33'27" East along said centerline a distance of 403.94 feet to a point of curvature, said curve being concave Northwesterly having a radius of 1730.29 feet; thence run Northeasterly along said centerline an arc distance of 140.35 feet, said arc having a delta of 07°57'32", a tangent distance of 120.37 feet, a chord bearing of North 37°34'41" East and a chord distance of 240.16 feet to a point of tangency; thence run North 33°35'55" East along said centerline a distance of 88.27 feet to a point of curvature, said curve being concave Southeasterly having a radius of 234.54 feet; thence run Easterly along said centerline an arc distance of 307.05 feet, said arc having a delta of 75°00'30", a tangent distance of 180.00 feet, a chord bearing of North 71°06'10" East and a chord distance of 285.59 feet to a point of tangency; thence run South 71°23'35" East along said centerline a distance of 606.85 feet to a point of curvature, said curve being concave Northeasterly having a radius of 919.44 feet; thence run Easterly along said centerline an arc distance of 249.03 feet, said arc having a delta of 15°31'06", a tangent distance of 125.28 feet, a chord bearing of South 79°09'08" East and a chord distance of 248.27 feet to a point of tangency; thence run South 86°54'41" East along said centerline of Lake Griffin Road a distance of 1406.31 feet to the intersection of the East line of the Southwest 1/4 of the Southwest 114 of Section 7, Township 18 South, Range 25 East; thence run South 00°08'17"

DOCUMENT NUMBER-DATE

01742 MAR 16 =

FPSC-COMMISSION CLERK

Ann Cole,
Commission Clerk
Written Comments on Docket No. 1 10091
Aqua Utilities Florida, Inc.'s Applications
Page 4 of 7

ATTACHMENT 1 CONT.

West along said East line a distance of 72.64 feet to a point on the North boundary of the Northwest 1/4 of Section 18, Township 18 South, Range 25 East, thence run North 89°14'04" East along the North boundary of said Section 18 a distance of 207.76 feet, thence run South 09°02'54" West a distance of 1000 feet, thence run Easterly to the waters edge of Lake Griffin to point, said point to be known as Point "A"; return to the Southeast corner of said Section 12 and the point of reference, thence run South 89°40'50" West along the North boundary of the Northeast 114 of said Section 13 a distance of 278.32 feet; thence continue South 89°40'50" West along said line a distance of 2374.36 feet to the North 114 corner of said Section 13; thence run South 89°50'32" West along the North boundary of the Northwest 114 of said Section 13, a distance of 1959.26 feet; thence run South 01°05'13" East along the West line of the East 112 of the Northwest 114 of the Northwest 114 of said Section 13 a distance of 1324.76 feet; thence run South 80°50'18" West along the South line of said Northwest 114 of the Northwest 114 of said Section 13 a distance of 329.42 feet; thence run South 01°15'47" East along the West line of the East 30 acres of the Southwest 1/4 of the Northwest 1/4 of said Section 13 a distance of 1324.85 feet; thence run North 89°50'05" East along the South line of said Southwest 114 of the Northwest 114 of said Section 13, a distance of 986.58 feet to the Southeast corner of said Southwest 114 of the Northwest 114 of said Section 13; thence run South 01°07'54" East along the West line of the East 112 of the Southwest 114 of said Section 13 a distance of 2426.57 feet; thence run South 89°54'49" East a distance of 210.00 feet; thence run South 01°07'54" East a distance of 210.00 feet to the South boundary of said Section 13; thence run North 89°54'49" West along isaid Southerly boundary a distance of 210.00 feet; thence run South 00°18'48" East along the West line of the East 1/2 of the Northwest 114 of Section 24, Township 18 South, Range 24 East, a distance of 2676.64 feet to a point on the East-West midsection line of said Section 24; thence run South 89°55'50" East along said mid-section line a distance of 663.16 feet; thence run North 00°06'52" West a distance of 669.10 feet; thence run South 89°55'35" East a distance of 665.48 feet; thence run North 00°05'03" East a distance of 9.04 feet; thence run South 89°55'19" East a distance of 660 feet; thence run North 00°05'03" East a distance of 1997.99 feet to a point on the North boundary of said Section 24; thence run South 89°54'49" East along said North boundary line a distance of 613.85 feet; thence continue Easterly along said line to the waters edge of Lake Griffin; thence Northeasterly along the waters edge to said Point "A".

Any objections to the Application must be made in writing and filed with the Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, with a copy to D. Bruce May Jr. Holland & Knight, 315 South Calhoun Street, Suite 600, Tallahassee,

Ann Cole,
Commission Clerk
Written Comments on Docket No. 1 10091
Aqua Utilities Florida, Inc.'s Applications
Page 5 of 7

ATTACHMENT 1 CONT

FL 32301 within 30 days from the date of this Notice. The objection must state the grounds for the objection with particularity.

Aqua Utilities Florida, Inc
5 10 Highway 466
Lady Lake, FL 32159

Revised Notice of Application for Approval of Transfer and Application for Original Certificate for an Existing Wastewater System Requesting Initial Rates and Charges

Notice is hereby given on the ~~January 7, 2011~~ **January 7, 2011** pursuant to Section 367.071, Florida Statutes of the Application for Approval of Application for Approval of Transfer Harbor Hills Utility, LP in Lake County Florida to Aqua Utilities Florida, Inc., (Aqua); Application for Original Certificate for an Existing Wastewater System Requesting Initial Rates and Charges and Amendments of Certificates. AUF is proposing the Commission approve initial wastewater service rates as follows:

Wastewater Rates:

Residential

Base Facility Charge:

All meter sizes \$ 19.88 |

Gallonge Charge:

Per thousand gallons \$ 4.91
(gallonge cap of 6,000)

General Service

5/8" X 3/4"	\$ 19.88
3/4"	\$ 29.83
1"	\$ 49.71
1-1/2"	\$ 99.42
2"	\$ 159.08
3"	\$ 318.16
4"	\$ 497.12
6"	\$ 994.24
8"	\$ 1,590.79
10"	\$ 2,286.76

Gallonge Charge:

Per thousand gallons \$ 5.89

The Harbor Hills wastewater system provides service to the following described territory in Lake County, Florida:

LEGAL DESCRIPTION:

THE FOLLOWING DESCRIBED LANDS LOCATED IN PORTIONS OF SECTION 13, TOWNSHIP 18 SOUTH, RANGE 24 EAST, AND SECTIONS 7 & 18, TOWNSHIP 18 SOUTH, RANGE 25 EAST, LAKE COUNTY, FLORIDA:

BEGIN AT THE SOUTHEAST CORNER OF SECTION 12, TOWNSHIP 18 SOUTH, RANGE 24 EAST, FOR THE POB; THENCE RUN NORTH 00°07'21" WEST, ALONG THE EAST BOUNDARY OF SAID SECTION 12 A DISTANCE OF

66.62 FEET TO THE CENTERLINE OF LAKE GRIFFIN ROAD AND A POINT ON A CURVE HAVING A RADIAL BEARING OF NORTH 27°13'16" WEST, SAID CURVE BEING CONCAVE NORTHWESTERLY HAVING A RADIUS OF 615.63 FEET; THENCE RUN EASTERLY ALONG SAID CENTERLINE AN ARC DISTANCE OF 228.02 FEET, SAID ARC HAVING A DELTA OF 2113'18", A TANGENT DISTANCE OF 115.33 FEET, A CHORD BEARING OF NORTH 52°10'04" EAST AND A CHORD DISTANCE OF 226.72 FEET TO A POINT OF TANGENCY; THENCE RUN NORTH 4133'27" EAST ALONG SAID CENTERLINE A DISTANCE OF 403.94 FEET TO A POINT OF CURVATURE, SAID CURVE BEING CONCAVE NORTHWESTERLY HAVING A RADIUS OF 1730.29 FEET; THENCE RUN NORTHEASTERLY ALONG SAID CENTERLINE AN ARC DISTANCE OF 240.35 FEET, SAID ARC HAVING A DELTA OF 07°57'32", A TANGENT DISTANCE OF 120.37 FEET, A CHORD BEARING OF NORTH 37°34'41" EAST AND A CHORD DISTANCE OF 240.16 FEET TO A POINT OF TANGENCY; THENCE RUN NORTH 33°35'55" EAST ALONG SAID CENTERLINE A DISTANCE OF 88.27 FEET TO A POINT OF CURVATURE, SAID CURVE BEING CONCAVE SOUTHEASTERLY HAVING A RADIUS OF 234.54 FEET; THENCE RUN EASTERLY ALONG SAID CENTERLINE AN ARC DISTANCE OF 307.05 FEET, SAID ARC HAVING A DELTA OF 75°00'30", A TANGENT DISTANCE OF 180.00 FEET, A CHORD BEARING OF NORTH 71°06'10" EAST AND A CHORD DISTANCE OF 285.59 FEET TO A POINT OF TANGENCY; THENCE RUN SOUTH 71°23'35" EAST ALONG SAID CENTERLINE A DISTANCE OF 606.85 FEET TO A POINT OF CURVATURE, SAID CURVE BEING CONCAVE NORTHEASTERLY HAVING A RADIUS OF 919.44 FEET; THENCE RUN EASTERLY ALONG SAID CENTERLINE AN ARC DISTANCE OF 249.03 FEET, SAID ARC HAVING A DELTA OF 15°31'06", A TANGENT DISTANCE OF 125.28 FEET, A CHORD BEARING OF SOUTH 79°09'08" EAST AND A CHORD DISTANCE OF 248.27 FEET TO A POINT OF TANGENCY; THENCE RUN SOUTH 54°48'39" EAST A DISTANCE OF 221.30'; THENCE RUN SOUTH 35°11'21" WEST A DISTANCE OF 2009.33'; THENCE RUN NORTH 51°43'05" WEST A DISTANCE OF 422.00'; THENCE RUN SOUTH 89°55'26" WEST A DISTANCE OF 400.37' TO A POINT ON THE EAST BOUNDARY OF SECTION 13; THENCE RUN NORTH 00°04'34" WEST ALONG THE EAST BOUNDARY OF SECTION 13 A DISTANCE OF 165.41'; THENCE RUN NORTH 89°58'35" WEST A DISTANCE OF 526.35'; THENCE RUN NORTH 66°26'23" WEST A DISTANCE OF 357.90'; THENCE RUN NORTH 00°01'25" EAST A DISTANCE OF 634.92' TO A POINT ON THE SOUTH BOUNDARY OF SECTION 12; THENCE RUN NORTH 89°40'50" EAST ALONG THE SOUTH BOUNDARY OF SECTION 12 TO THE POINT OF BEGINNING.

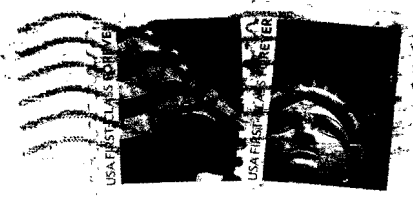
Any objections to the Application must be made in writing and filed with the Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, with a copy to D. Bruce May Jr. Holland & Knight, 315 South Calhoun Street, Suite 600, Tallahassee, FL 32301 within 30 days from the date of this Notice. The objection must state the grounds for the objection with particularity.

Aqua Utilities Florida, Inc.
510 Highway 466
Lady Lake, FL 32159



Roger Wendelken
5405 Grove Mnr.
Lady Lake, FL 32159

DAYTONA BEACH
FL 32127
14 MAR 2011 PM



POSTAL CENTER

Ms. Ann C ¹¹ MAR 16 AM 7:04
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FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL 32399-0850

32399-0850



APR. 15. 2011 10:33AM

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United States Senate
WASHINGTON, DC 20510-0905

COMMISSION
CLERK



110019-WS

Date: 04/15/2011 Number of pages (including cover sheet): 6

To: Ms. Ellen Plendl Fax: 850-413-6124

From: Senator Bill Nelson, Orlando Office Fax: (407) 872-7165

Comments

Dear Ms. Plendl:

Please find enclosed constituent correspondence I recently received. Since this involves a state issue, I am respectfully forwarding it for your review. Your review of the issues and direct reply to Mr. and Mrs. Marshall S. Grillo would be greatly appreciated.

Should you have any questions or concerns, please contact me at the address below.

Thanks in advance,

Rupa Venkatesh
Constituent Advocate
U.S. Senator Bill Nelson
225 East Robinson Street, Suite 410
Orlando, Florida 32801
407-872-7181
407-872-7165 fax

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 01002-11
DISTRIBUTION: _____

Dr. Marshall S. and Margra L. Grillo

5239 Grove Manor

Lady Lake, Florida 32159

Telephone/Fax 352-753-1759

Email: mlgrillo@charter.net

March 24, 2011

The Honorable Senator Bill Nelson

716 Hart Building

Washington, D.C. 20510

Email: billnelson.senate.gov

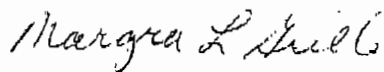
Dear Senator Nelson;

Thank you for your concern for the water that is provided to all Floridians. We are attaching the two letters we sent to the Florida Public Service Commission regarding the application for the transfer of Harbor Hill's Utilities Water System to Aqua Utilities of Florida, Inc.

We hope you will agree with our position that approval of this transfer and the request for wastewater changes are not in the public interest. Aqua Utilities of Florida has an extremely bad record regarding the delivery of and the costs for potable water.

We will appreciate any assistance that you can provide to us regarding this situation.

Sincerely,



Margra L. Grillo

Attachments: January 29, 2011 letter to the Florida Public Service Commission
March 24, 2011 letter to the Florida Public Service Commission

Dr. Marshall S. Grillo and Margra L. Grillo
5239 Grove Manor
Lady Lake, Florida 32159
Telephone/Fax 352-753-7591
Email: mlgrillo@charter.net
March 24, 2011

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Regarding: Docket No. 110019-WS-Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities of Florida, Inc. and Amendment Of Certificate in Lake County, Florida and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges and Amendment of Certificate in Lake County, Florida.

To: Public Service Commissioners

As the owners of two homes in Harbor Hills, my husband and I wrote a letter to you on January 29, 2011 regarding the notice the Application for Approval of Transfer of the Water System of Harbor Hills Utility, L.P. in Lake County Florida to Aqua Utilities Florida, Inc. and Amendment of AUF's Certificate No. 106W. Included in our initial letter were fourteen questions and concerns regarding AUF. Since that time most of our questions have been addressed and we are appalled at the record this company has, not only in Florida but in the other states where they provide water to the citizens. We understand the number of complaints about them that have been submitted to you totals more than all other complaints combined! Approval of the transfer certainly would not be in the public's interest.

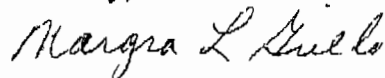
We also would like you to consider that the initial proposed wastewater service documentation that was submitted by AUF was flawed and new documents had to be submitted. We question the accuracy of the information in the revised proposal and feel that the Notice that was provided to the Harbor Hills residents was inaccurate and unclear.

Although the planning for the sale took nearly two years, the residents were neither informed nor notified about it until January 2011. If we had been, we could have organized to make an offer to buy it ourselves. The Harbor Hills property owners had a meeting on March 22, 2011 regarding this issue. There were over 500 people in attendance to hear about AUF.

. We are requesting Commission members note our objections to the transfer of the certificate from a utility that has given the community good water and good service to a company that has a record of charging exorbitant rates for delivering poor quality water.

We ask the Public Service Commission to do a thorough investigation of the AUF's past and present operations in Florida before considering the transfer of the Harbor Hills Utility to them. We feel it will show that an approval will not be in the best interests of the public.

Sincerely,



Margra L. Grillo

Cc: D. Bruce May, Jr.
Holland & Knight
315 South Calhoun Street, Suite 600
Tallahassee, Florida 32301

Cc: Rick Scott
Office of the Governor
State of Florida
The Capitol
400 S. Monroe Street
Tallahassee, Florida 32399-0001

Cc: State Representative Marlene O'Toole
916 Avenida Central
The Villages, Florida 32159

Cc: State Senator Alan Hayes
1104 Main Street
The Villages, Florida 32159

Cc: U.S. Senator Bill Nelson
716 Hart Building
Washington, D.C. 20510

Dr. Marshall S. and Margra L. Grillo
5239 Grove Manor
Lady Lake, Florida 32159
Telephone/Fax 352-753-7591

January 29, 2011

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

To Whom It May Concern:

My husband and I own two houses in The Grove at Harbor Hills, and are concerned about the letter we received regarding the selling of Harbor Hills Utilities to Aqua Utilities Florida.

On January 12, 2011 we received a letter from Aqua Utilities Florida, Inc. stating that notice is given that an Application for Approval of Transfer of the Water System of Harbor Hills Utility, L.P. in Lake County, Florida to Aqua Utilities Florida, Inc. and Amendment of AUF's Certificate No. 106W. This letter notes that any objections to the Application must be filed in writing with your office within 30 days of the notice. This is pursuant to Section 367.071, Florida Statutes. **The notice is dated January 7, 2010** We are very concerned that the letter was received **a year after** the date a reply is due.

We object not only to the lack of accurate detail in sending out such a notice, but to the lack of information from Harbor Hills Utility regarding this request.

We wonder if the fact that Harbor Hills Utilities is a Defendant in a counterclaim suit filed by The Grove at Harbor Hills will affect the proposed sale of the Utility?

The letter states "Aqua does not propose to change rates pursuant to this Application." Does this mean it cannot raise rates, and if that is the case, for what period of time?

Attached is an item that was on the local television station regarding the quality of water distributed by AUF and the ever increasing cost for providing it. We are concerned the same thing will occur in Harbor Hills. You can access the television news item by going to the website listed at the bottom of this attachment.

Our other concerns include:

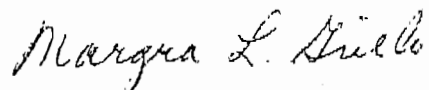
- Does this transfer refer to potable as well as surface water from Lake Griffin,
- Is the transfer for residential services as well as commercial areas of Harbor Hills,

- What experience does AUF have with obtaining, distributing and charging for surface water from a lake
- What experience does AUF have with delivering, potable water to residences and businesses,
- Is AUF governed by the Public Service Commission, if so has it ruled on this transfer request,
- How many complaints have been filed against AUF by its customers,
- How long has AUF been in business,
- What is the solvency status of AUF,
- What is the AUF's rating with the Better Business Bureaus of the areas it serves,
- How many cities and or towns do they serve,
- How many golf communities do they serve,
- How many mobile home parks do they serve,
- Has Harbor Hills Utilities looked into alternate companies as potential purchasers,
- Has Harbor Hills looked into alternate solutions other than transferring its assets to another company

If AUF is so lackadaisical about making sure the first correspondence sent to potential customers is correct, by allowing it to be sent out with a date that is inaccurate by over one year, why should we trust it will be accurate and responsible about providing the water that is sent to our homes?

We urge you to deny this request until a full and complete hearing is held so the residents of Harbor Hills can have adequate input and have their questions answered.

Sincerely yours,



Margra L. Grillo

Cc: D. Bruce May Jr.
315 South Calhoun Street, Suite 600
Tallahassee, Florida 32301

STATE OF FLORIDA

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
LISA POLAK EDGAR
RONALD A. BRISÉ
EDUARDO E. BALBIS
JULIE I. BROWN



DIVISION OF SERVICE, SAFETY &
CONSUMER ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

April 19, 2011

Dr. & Mrs. Marshall S. Grillo
5239 Grove Manor
Lady Lake, FL 32159

RE: PSC Inquiry 1004134C

Dear Dr. & Mrs. Grillo:

Senator Nelson's office forwarded a copy of your correspondence to the Florida Public Service Commission (PSC) regarding Harbor Hills Utilities, L.P. (Harbor Hills Utilities) and Aqua Utilities Florida, Incorporated (Aqua Utilities). The PSC regulates investor-owned electric, natural gas, and telecommunications utilities throughout Florida, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the PSC.

You expressed a concern about Aqua Utilities' application to transfer Harbor Hills Utilities' water system to Aqua Utilities. We appreciate your comments regarding the application and will add your correspondence to Docket No. 110019-WS.

If you have any questions or concerns please call Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

A handwritten signature in cursive script that reads "Daniel Hoppe".

Daniel M. Hoppe, Director
Division of Service, Safety &
Consumer Assistance

DMH:mep

C: The Honorable Bill Nelson
United States Senate
225 East Robinson Street, suite 410
Orlando, FL 32801
Attn: Ms. Rupa Venkatesh

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

An Affirmative Action / Equal Opportunity Employer

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

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

Marguerite McLean

110019-WS

From: Marguerite McLean
Sent: Friday, February 11, 2011 3:30 PM
To: Ann Cole
Cc: Hong Wang; Dorothy Menasco; Rhonda Hicks; Ruth McHargue; 'pederhong@gmail.com'
Subject: RE: To CLK DOCKET #110019-Response requested

PARTIES

Peder Hong has been added as an interested person in Docket 110019-WS. A copy of this e-mail will be placed in "*Docket correspondence - Parties and Interested Persons.*"

From: Ann Cole
Sent: Friday, February 11, 2011 3:18 PM
To: Marguerite McLean
Cc: Hong Wang; Dorothy Menasco; Rhonda Hicks; Ruth McHargue
Subject: FW: To CLK DOCKET #110019-Response requested

Hey Marguerite, would you please handle this in Dorothy's absence? Thank you.

From: Rhonda Hicks
Sent: Friday, February 11, 2011 2:47 PM
To: Ann Cole
Subject: FW: To CLK DOCKET #110019-Response requested

See below.

From: Ruth McHargue
Sent: Friday, February 11, 2011 2:42 PM
To: Rhonda Hicks
Subject: FW: To CLK DOCKET #110019-Response requested

Who does this go to in the Clerk's office.
Thanks,
Ruth

From: Consumer Contact
Sent: Friday, February 11, 2011 1:38 PM
To: Ruth McHargue
Subject: To CLK DOCKET #110019-Response requested

Copy on file, see 994502C. DH

From: PEDER HONG [mailto:pederhong@gmail.com]
Sent: Friday, February 11, 2011 1:22 PM
To: Consumer Contact
Subject: DOCKET #110019

I would like qualify as an interested person in this case, assuming that I qualify, and further, assuming there is no initial and/or ongoing fee. I am Peder Hong, 5400 Saddleback Ct., Lady Lake, Fl. 32159. I am interested as a resident and homeowner in Harbor Hills served by the Harbor Hills Unitlity. My telephone number is 352-391-9097. Please advise.,Thank you.

2/11/2011

DOCUMENT NUMBER - DATE
11002 FEB 11 =
FPSC-COMMISSION CLERK

Diamond Williams

110019-WS

From: Matilda Sanders
Sent: Wednesday, March 16, 2011 4:44 PM
To: 'stantwo@aol.com'
Cc: Marguerite McLean; Diamond Williams
Subject: FW: Docket # 110019-WS
Attachments: letter about water rates.wps

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		

Mr. Stiffler,

I left you a voice mail. The letter you attached to the efileing must be in either of the following: Adobe .PDF

1. Native word processing format (e.g., Word)

We cannot accept .wps filing. Can you please refile your letter?

If you have any questions call.

Matilda Sanders,
Commission Deputy Clerk
Office of Commission Clerk
850-413-6770

From: Stanley J. Stiffler [mailto:stantwo@aol.com]
Sent: Wednesday, March 16, 2011 2:51 PM
To: Filings@psc.state.fl.us
Subject: Docket # 110019-WS

To whom it may concern,

Re: Docket # 110019-WS

Please find attached my written objection of the **Revised Notice of Application for Approval of Transfer and Application for Original Certificate for an existing Wastewater System Requesting Initial Rates and Changes** between Harbor Hills Utilities, LP and Aqua Utilities of Florida, Inc.

Will you please file this with your office? Thank you,

Sincerely,

/S/
Stanley J Stiffler
38704 Oak Place Court
Lady Lake, Florida
32159

Ph 352-750-0884

email: Stantwo@aol.com

3/17/2011

RECEIVED FPSC

11 APR - 1 AM 8:23

COMMISSION
CLERK



DAVID NYE
5715 CRESTVIEW DRIVE
LADY LAKE, FL. 32159

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. <u>01002-11</u>		
DISTRIBUTION: _____		

11 APR - 1 AM 7:20
COMMUNICATIONS CENTER

March 26, 2011

SUBJECT: DOCKET NO. # 110019-WS - AQUA UTILITIES APP FOR TRANSFER

Florida Public Services Commission;

I want to strongly protest the transfer of the of the Harbor Hills Utilities potable and waste water certificate to Aqua Utilities Florida.

My reasons are: The prior reputation for poor service.

History of unwarrented price increases.

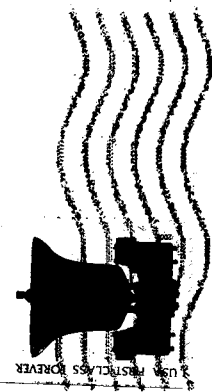
Lack of customer confidence.

As homeowners we were never informed of this transfer until it was a "done deal". We the home owners have contacted a number of current customers of Aqua Utilities and have heard nothing but horror storys about price increases and poor quality with no customer support. We have also seen the television investigative reports that bear out these stories. If this company, Aqua Utilities has such a bad reputation, I find it impossiable to believe that you as a commission serving us, the public, would add our 500+ homes to their list of unhappy Florida tax paying residents.

Sincerely

Mr. David A. Nye
5715 Creative Dr.
Lady Lake, FL 32159-5928

MID FLORIDA FL 327
30 APR 2011 PM 1 L



Ms. Ann Cole
Commission Clerk
Florida Public Service Comm.
2540 SKUMBERD OAK BLVD.
PALM HATFIELD FL, 32399-0850
32399-0850

Ms Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED FPSC

11 APR -1 AM 8:23

COMMISSION
CLERK

110019-WS

11 APR -1 AM 7:20
DIRECTOR GENERAL

March 28, 2011

Subject: Aqua Utilities Florida, Inc's Application for Approval of Transfer of Harbor Hills Utilities, LP's Water System to Aqua Utilities Florida, Inc.

Dear Ms Cole,

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc. (AUF)

While these negotiations were underway for the better part of nearly two years, I was unaware of this proposed sale, and learned of it in January 2011 through required Public Service Commission notice.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, I oppose this transfer for the following reasons:

The transfer of the water system to AUF is not in the public interest.

I question whether the proposed wastewater service documentation is accurate.

The notice which was provided to the residents was inaccurate and unclear.

I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission do a thorough investigation on past and present operations in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to them.

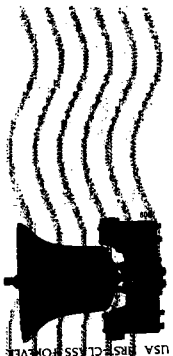
Sincerely,

Phyllis Schulz
5159 Grove Manor
Lady Lake, FL 32159

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		

Phyllis Schulz
5159 Grove Manor
Lady Lake, FL 32159

DAYTONA BEACH
FL 32127
30 MAR 2011 PM



Mrs Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee FL 32399-0850
32399-0850

Ms Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED

11 APR - 1 AM 8:24

COMMISSION
CLERK

110019-WS

MAILED
11 APR - 1 AM 7:17

March 28, 2011

Subject: Aqua Utilities Florida, Inc's Application for Approval of Transfer of Harbor Hills Utilities, LP's Water System to Aqua Utilities Florida, Inc.

Dear Ms Cole,

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc. (AUF)

While these negotiations were underway for the better part of nearly two years, I was unaware of this proposed sale, and learned of it in January 2011 through required Public Service Commission notice.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, I oppose this transfer for the following reasons:

The transfer of the water system to AUF is not in the public interest.

I question whether the proposed wastewater service documentation is accurate.

The notice which was provided to the residents was inaccurate and unclear.

I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission do a thorough investigation on past and present operations in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to them.

Sincerely,

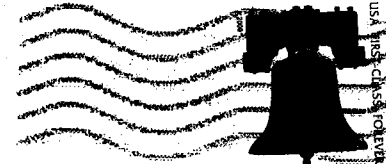
Donald X. Kelly
5159 GROVE MANOR
LADY LAKE FL 32159

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		



Don Schulz
5159 Grove Mnr.
Lady Lake, FL 32159

DAYTONA BEACH
FL 321 2 T
30 MAR 2011 PM



MS ANN COLE
COMMISSION CLERK
FL. PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE FL.

3233570250

323399-0850

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 01002-11
DISTRIBUTION: _____

3/29/11

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11 APR -1 AM 8:23

REGISTRATION CENTER
11 APR -1 AM 7:21

Ms. Ann Cole

Commission Clerk

COMMISSION
CLERK

Florida Public Service Commission

2540 Shumard Oak Blvd.

Tallahassee, FL 32399-0850

Subject: Docket No. 110019-WS-Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL

Dear Ms. Cole

Please let this letter serve as a formal protest to the transfer of the Harbor Hills Utilities potable and waste water certificate to Aqua Utilities Florida (AUF).

Water is a critical element to any community and I oppose this transfer for the following reasons:

- 1) The transfer of the water system is not in the best public interest.
- 2) Homeowners were not informed of this transfer until it was a "done deal"
- 3) AUF has a history of ridiculous unwarranted price increases
- 4) AUF has a reputation for poor service
- 5) AUF has a history of poor water quality
- 6) AUF has a total lack of customer confidence
- 7) AUF's televised investigative reports confirm the above reasons

I find it hard to believe our officials in Tallahassee could allow a company like this get away with treating the State of Florida's voters in this manner.

I request that the Public Service Commission do a thorough investigation of AUF's past and present operations in the State of Florida prior to any transfer of the Harbor Hills Utilities, LP certificate.

Sincerely,



Duane A Gawron and Margo A Gawron

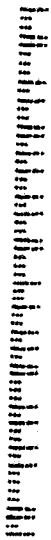
GAURON
5398 Meadow Hill Loop
LADY LAKE, FL. 32159

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 SHUMARD OAK BLVD.
TALLAHASSEE, FL. 32399-0850

STATEWIDE SERVICE
FL 32159
30 MAR 2011 PM



32399-0850



March 28, 2011

RECEIVED FPSC

11 APR -1 AM 8:22

DISTRIBUTION CENTER
11 APR -1 AM 7:21

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. <u>01002-11</u>		
DISTRIBUTION: _____		

Subject: Docket No. 110019-WS- Aqua Utilities Florida, Inc's Application for Approval of Transfer of Harbor Hills Utilities L.P.'s Water System to Aqua Utilities Florida, Inc and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida Inc's Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County Florida.

Dear Public Service Commission Commissioners:

My name is John Skoglund and I live at 6141 Landings Blvd., Lady Lake, in the Harbor Hills community in Lake County. I was informed by letter of the proposed transfer of the Harbor Hills Utilities L.P. to Aqua Utilities Florida by the purchaser in January 2011 in a notice required by the Public Service Commission. I would become both a water and wastewater customer. I have spent numerous hours reading document filings, letters, the Annual Report of Aqua America, the parent company of Aqua Utilities of Florida, viewing the January 28th 2011 news report on WFLTV Channel 9, reading a position paper by Food & Water Watch about Aqua America, paying close attention to the section in the report about Aqua America's dealings in Florida, and the Public Service Commission's response to Aqua's requests. Lastly I have talked to people who have had loved ones who are customers and the dealings they have had with Aqua. After all the "data" collecting, I have come to the conclusion IT IS NOT IN THE PUBLIC'S BEST INTEREST TO TRANSFER THE PERMITS AND CERTIFICATES TO SUPPLY WATER AND WASTEWATER SERVICES from Harbor Hills Utilities L.P. to Aqua Utilities Florida.

In reading Mr. May's supplied response to Public Service Commission statement, "...Staff identified certain deficiencies and requested additional information related to the water and wastewater applications in the referenced docket", I am concerned with some of the responses provided. What is troubling to me is that the sale of the Utility has purported to have been in negotiation on and off for approximately two years and yet the filing with the Public Service Commission for transfer of assets and operations seemed to be rushed and was incomplete.. When providing the requested additional information, Mr. May uses responses to some questions on deficiencies that something was "inadvertently" left in the agreement from a prior draft, something was "inadvertently" left out, or notices "inadvertently" contained a typographical error. Is this just another example of how the Purchaser's does business? I assume(maybe incorrectly) that Aqua Utilities Florida and Holland & Knight have either individually or together have submitted applications to the Public Service Commission before. I would have thought that a legal document such as this would not necessitate the number of additions an/or corrections that seem to be needed.

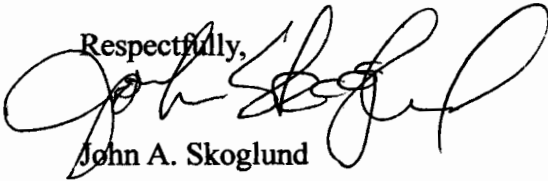
Secondly, I have read and reread with great interest the section on wastewater service and Mr. May's response. I believe the projections Mr. May offers are based on flawed data that leads to inaccurate

assumptions and ultimately inflated initial wastewater treatment rates requested. Assuming that the total of 55 wastewater customers is accurate, 54 are homeowners and one LARGE user is the Harbor Hill Country Club Clubhouse. If not that, then to use Mr. May's terminology, the Country Club Clubhouse was "inadvertently" left out as a significant discharge creator. Either way the Clubhouse is a large generator of wastewater. This is a facility that has two locker rooms complete with showers, toilets, whirlpools, etc. The clubhouse also has both a large food preparation area to serve large parties in two dining rooms on the main floor and also a smaller "grill" that serves various meal offerings two-three times a day on the lower floor along with the locker rooms and exterior bathrooms with showers for the swimming pool users. Restrooms are on both levels to be used by the general public and staff working in the Clubhouse. To my knowledge, neither the Clubhouse or any individual home has ever been metered to measure wastewater. If one wanted to arrive at a realistic figure to develop initial rates at the very minimum a meter should be placed on the Clubhouse for a prescribed period of time to develop realistic average monthly discharge amount. After arriving at that figure, it could be multiplied by 12 to arrive at the yearly amount that the Clubhouse contributed and then it should be subtracted from the total gallon figure that Mr. May refers to as totally homeowner usage (but really a combination of homeowner and clubhouse usage) to provide valid usage by the collective homeowners. It is THAT reduced, new homeowner figure, that then can be used in the rest of the calculations to establish "reached capacity" of the system and also provide the initial wastewater rate. It would also allow AUF to establish a reasonable rate for the Clubhouse based on its usage. Mr. May's existing proposal is flawed because it doesn't reflect the unequal discharge amounts between the average homeowner and the Clubhouse. The Sunrise II section which has the majority of the houses and condominiums, along with the ten condominium units originally built about the same time as the Clubhouse are located between the Clubhouse and the treatment facility. I believe the Sunrise II section (of which I'm a resident) was required to connect to the sewer system because a previous developer got a Federally backed loan to build this section. Our lots are smaller than the average lot in Harbor Hills and probably would not have the square footage to support a septic tank and drain field even with the smaller houses and condominiums that are present. Many of the houses and units in this section are occupied by seasonal residents and seasonal rental users who would not be generating the wastewater discharge in the amount projected by Mr. May's figures. This last additional information adds more credibility to the idea that the Clubhouse is a major contributor to that large discharge figure with which Mr. May begins his calculations. Using this "broad brush" calculation procedure would burden the homeowners with a higher per gallon charge of \$6.42 that is being proposed. Coupled with this projected overcharge, the biggest user, the Clubhouse owned and operated by the seller of the water utility, would benefit greatly (along with the purchaser, Aqua) with rates not proportionate to its greater usage. Even with these same rates for the Developer's Clubhouse as those of the homeowner, the Developer would still be paying less than he typically would on a "tiered" structure based on usage and the homeowners are "saddled" with inflated initial wastewater rates, subsidizing the Developer's business. It is also this inflated figure from which Aqua Utilities Florida would continue to request higher and higher rate increases in the future. Thirdly, I am unaware of any section in development or projected to be developed by 2014 close to the treatment facility or the general pattern of the existing piping infrastructure where a connection could be made that would support the new customer projections. There is a smaller section of vacant land at the north entrance to the Harbor Hills community that is contiguous to the existing wastewater piping system that could be used for future additions that Mr. May talks about. The reality is this parcel would not bring the Developer much profit because of the type of units he would build. He has much more desirable land in Harbor Hills available that would garner him more profit. It is my belief that this is one time where the provided "projections" are without merit and useless.

Commissioners, it is a well known fact by yourselves and the customers of Aqua Utilities Florida that

Aqua Utilities Florida has had numerous violations and complaints filed with the Commission. The Commission has in the past and continues to address the inadequate service being provided customers, and dealing with the poor, and many times totally unacceptable, water quality being provided by the Aqua Company. Many areas that Aqua Florida serve, people are trying to or have succeeded in severing their contract relationship with Aqua because of its inability to provide an acceptable product with reasonable service at an affordable cost. Unfortunately, far too many people were unaware of the practices Aqua engages in and now are unable to undo what has been done. This current request by Aqua is at a point where evidence clearly exists that the transfer of water and wastewater operating certificates to Aqua Utilities Florida from Harbor Hills Utilities L.P. SHOULD NOT TAKE PLACE. One more group of citizens should not be subjected to Aqua Utilities Florida and their business model. It is time to "close the door" on any further expansion of Aqua Utilities Florida in this State. Thank you in advance for your time and thoughtful consideration of my comments and concerns. I apologize for the length of this communication, but what I have shared needed to be said.

Respectfully,

A handwritten signature in black ink, appearing to read "John A. Skoglund". The signature is fluid and cursive, with a large initial "J" and "S".

John A. Skoglund

cc. D. Bruce May, Jr.
Holland & Knight
315 South Calhoun Street, Suite 600
Tallahassee FL. 32301

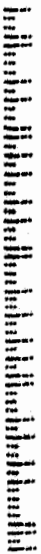
6181 Landings Blvd
Rady Lake FL 32359

DAYTONA BEACH
FL 321 21
30 MAR 2011 PM



Ms. Ann Cole
Com Missions Clerk
Florida Public Service Commission
2540 Skumard Oak Boulevard
Falla Hasssee FL 32399-0850

3233310850



110019-WS
DATE RECEIVED CENTER
11 APR -1 AM 7:21

Ms Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Fl 32399-0850

RECEIVED FPSC
11 APR -1 AM 8:22
COMMISSION
CLERK

March 28, 2011

Subject: Aqua Utilities Florida, Inc's Application for Approval of Transfer of Harbor Hills Utilities, LP's Water System to Aqua Utilities Florida, Inc.

Dear Ms Cole,

We have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc. (AUF)

While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and learned of it in January 2011 through required Public Service Commission notice.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

The transfer of the water system to AUF is not in the public interest.

We question whether the proposed wastewater service documentation is accurate.

The notice which was provided to the residents was inaccurate and unclear.

We believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. We request that the Public Service Commission do a thorough investigation on past and present operations in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to them.

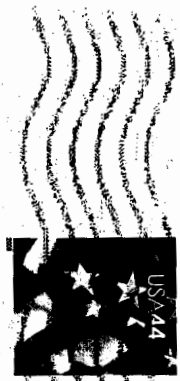
Sincerely,

James and Margo McLachlan

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. <u>01002-11</u>		
DISTRIBUTION: _____		

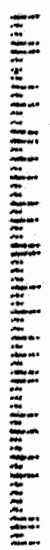
Mr. James McLachlan
5144 Grove Mnt.
Lady Lake, FL 32159-3525

DAYTONA BEACH
FL 321 12
30 MAR 2011 PM



*Mr. A. Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-2850*

323992850



FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 0100a-11
DISTRIBUTION:

Ms. Ann Cole, Commission Clerk,

3/24/11

RECEIVED FPSC

11 MAR 29 AM 9:09

COMMISSION
CLERK

Dear Commissioner,

I am writing to you about an urgent matter concerning the citizens of Harbor Hills in Lady Lake, Subject Docket No.110019-WS - which involves the transfer sale of Harbor Hills Utilities to Aqua Utilities Florida. We have not had the opportunity to challenge or have the option to negotiate with our current utilities to find a solution for new ownership with other area utilities. Aqua Utilities Florida has a history of rate increases with current customers throughout Florida and other parts of the country. Rate increases are two to three times higher and are detrimental to consumers some paying as much as \$400.00 a month for water and sewage, almost a third of a mortgage. Records also indicate a lack of maintaining good water quality improper maintenance of drinking and sewerage pipe systems. The last thing We need is another Tax increase. Your assistance in this matter is urgently requested.

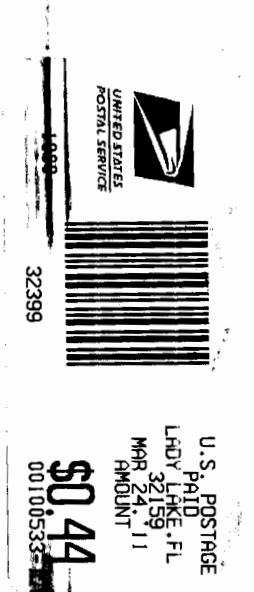
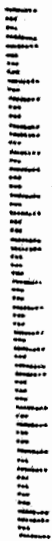
Sincerely,
The Lenoci Family
5343 Sandy Hill Lane
Harbor Hills, Lady Lake

11 MAR 29 AM 7:43

RECEIVED CENTER

Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

32399-0850



RECEIVED FPSC

March 24, 2011

11 MAR 29 AM 9:09

COMMISSION
CLERK

DISTRIBUTION CENTER
11 MAR 29 AM 7:42

Ms. Ann Cole

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01003-11		
DISTRIBUTION: _____		

Subject: Docket #110019-WS-Agua Utilities Florida

I am writing in regard to the above Docket No. 110019-W – Agua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities. L.P's Water System to Agua Utilities Florida, Inc. and Amendment of Certificate of Lake County, FL, and Agua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

These negotiations have been underway for nearly two years, but as a homeowner we were not aware of this negotiation. We learned of the proposed sale in January 2011 through a required PSC notice.

As homeowners in Harbor Hills we oppose this transfer of utilities for the following reasons:

- Good water is vital to our health and to our quality of life in this community
- The transfer of the water system to AUF is not in the public interest – their interest is only monetary.
- The notice which was provided to the residents was inaccurate and unclear and we question whether the proposed wastewater service documentation is accurate.

As a group of homeowners in Harbor Hills we have investigated Agua Utilities Florida, Inc. and have found that other water systems in the state are having poor water, high rates and overall bad performance. Even in other states that this water company provides for.

We request that the Public Service Commission do a thorough investigation on past and present operations in the state of Florida, prior to transferring the Harbor Hills Utilities LP to Agua Utilities Florida, Inc.

Sincerely,

Jean Iivari-Olson
Jean Iivari-Olson and

Bernard Olson
Bernard Olson



DAYTONA BEACH
FL 321 21
24 MAR 2011 PM

USA FIRST CLASS PERMIT

MS. ANN COLE
COMMISSION CLERK
FLORIDA PUBLIC SERVICE COMM.
2540 SHUMARD OAK BLVD.
TALLAHASSEE, FL.

0580+66233

33399-0850



RECEIVED FPSC

JOHN & ALEXIS 5460 GROVE MANOR PHONE: 352-750-2487
FRAME 11 MAR 29 AM 9:10 LADYLAKE, FL 32159 E-mail: john-frame@comcast.net

COMMISSION
CLERK

MEMORANDUM

3/24/2011

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

cc: D. Bruce May, Jr.
Holland & Knight
315 South Calhoun Street, Suite 600
Tallahassee FL 32301

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		

Dear Ms Cole,

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF).

While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission do a thorough investigation on past and present operations in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to them.

Sincerely,



John Frame

RECEIVED
MAR 29 AM 7:43

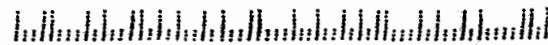
John & Alexis Frame
5460 Grove Manor
Lady Lake, Fl 32159

DAYTONA BEACH
FL 321 2 L
24 MAR 2011 PM



Ms. Ann Cole
Commission Clerk
Florida Public Services Commission
2540 Shumard Oak Boulevard
Tallahassee, Fl 32399-0850

32399+0850



RECEIVED FPSC

11 MAR 29 AM 9:11

COMMISSION
CLERK

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

39908 Sunbeam Way
Lady Lake, FL 32159
March 25, 2011

COMMUNICATIONS CENTER
11 MAR 29 AM 7:30

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		

Re: Revised Notice of Application by Aqua Utilities (copy attached)

To: Whom it concerns:

As a resident of Harbor Hills, I am submitting my second objection to the Application for Approval of Transfer of the Water System of Harbor Hills Utility, LP. to Aqua Utilities of Florida. I am very unclear as to what the enclosed document represents. It is undated. It is titled:

“Revised Notice of Application for Approval of Transfer and Application for Original Certificate for an Existing Wastewater System Requesting Initial Rates and Charges”

On the surface, one could interpret this document to cover both the water utility and the wastewater system. The rate schedule in the document appears to cover (in the first part) wastewater charges and (in the second part) potable water. The seller of Harbor Hills Utility, LP, Michael Rich, in an email to the community (copy enclosed) claims that Aqua has not “put in for a rate increase on Potable water”. Either my reading of the document is wrong or Mr. Rich is wrong.

This needs immediate clarification because if my reading is correct Aqua intends to bill the users \$5.89 per thousand gallons of water. That amounts to an increase of \$4.66 per thousand gallons over our current rate of \$1.23 per thousand gallons. Using my water consumption from 2009 this rate increase would require me to pay \$1,574.99 for the same amount of water that I paid \$328.90 in 2009 – an increase of more than 370%!

The particulars of my objections are:

1. Aqua Utilities Florida, Inc. has a horrible reputation in Florida and other states of buying small, well managed utilities and rapidly turning them into cash cows by increasing rates and reducing quality of service. The transfer of Harbor Hills Utilities water utility is clearly not in the public interest.
2. The Revised Notice is unclear as to what Aqua’s intent is on potable water pricing.

The following comments are from my original objection to the transfer of Harbor Hills Utilities water certificate to Aqua Utilities Florida:

1. The Original Notice said that Aqua do not propose to change rates pursuant to the Application but it offered no comfort that Aqua will not make an application to raise rates immediately after the Application is approved. Research shows that Aqua rates in neighboring communities are 3 to 6 times as high as the current rates charged by Harbor Hills Utilities.
2. The Grove at Harbor Hills has an account with Harbor Hills Utilities. The Grove has repeatedly asked Harbor Hills Utilities to send the invoice for consumption to its property manager to no avail. I want to be sure that Aqua Utilities has the capability to properly bill its consumers.
3. In May 2010 Harbor Hills Utilities trespassed on Grove property and destroyed irrigation lines, causing serious damage to landscape owned by The Grove. The Grove has filed a claim for damages to its landscape in the Lake County courts. Has HH Utilities disclosed this? Will Aqua assume responsibility for this damage! No responsibility is noted in the Application!
4. In a public meeting, Mr. Rich of Harbor Hills Utilities said that he will maintain control over surface water distribution within the Harbor Hills Community. Has there been any filing with the Commission to establish rates for this surface water from Lake Griffin? If not, that is the Commission's position on surface water rates?

Until answers are provided to the above issues, I believe the Commission would be derelict is approving the transfer of selected Harbor Hills Utilities operations to Aqua Utilities.

Sincerely,



Ernest T. Pelikan

Cc: D. Bruce May Jr.
Holland & Knight
315 South Calhoun Street Suite 600
Tallasse, FL 32301

Revised Notice of Application for Approval of Transfer and Application for Original Certificate for an Existing Wastewater System Requesting Initial Rates and Charges

Notice is hereby given on the January 7, 2011 pursuant to Section 367.071, Florida Statutes of the Application for Approval of Application for Approval of Transfer Harbor Hills Utility, LP in Lake County Florida to Aqua Utilities Florida, Inc., (Aqua); Application for Original Certificate for an Existing Wastewater System Requesting Initial Rates and Charges and Amendments of Certificates. AUF is proposing the Commission approve initial wastewater service rates as follows:

Wastewater Rates:

Residential

Base Facility Charge:

All meter sizes \$ 19.88 |

Gallonge Charge:

Per thousand gallons \$ 4.91
(gallonge cap of 6,000)

General Service

5/8" X 3/4"	\$ 19.88
3/4"	\$ 29.83
1"	\$ 49.71
1-1/2"	\$ 99.42
2"	\$ 159.08
3"	\$ 318.16
4"	\$ 497.12
6"	\$ 994.24
8"	\$ 1,590.79
10"	\$ 2,286.76

Gallonge Charge:

Per thousand gallons \$ 5.89

The Harbor Hills wastewater system provides service to the following described territory in Lake County, Florida:

LEGAL DESCRIPTION:

THE FOLLOWING DESCRIBED LANDS LOCATED IN PORTIONS OF SECTION 13, TOWNSHIP 18 SOUTH, RANGE 24 EAST, AND SECTIONS 7 & 18, TOWNSHIP 18 SOUTH, RANGE 25 EAST, LAKE COUNTY, FLORIDA:

BEGIN AT THE SOUTHEAST CORNER OF SECTION 12, TOWNSHIP 18 SOUTH, RANGE 24 EAST, FOR THE POB; THENCE RUN NORTH 00°07'21" WEST, ALONG THE EAST BOUNDARY OF SAID SECTION 12 A DISTANCE OF

Reply To : mrich@harborhills.com

Tue, Mar 22, 2011 03:16 PM

As a general rule I do not reply to inaccurate information but the email below insinuates that Aqua Utilities of Florida has put in for a rate increase on Potable water (drinking or irrigation water from our wells.)

Aqua has put in for an Initial Rate for existing Wastewater treatment for the 55 homes that are connected to our Sewage Treatment Plant that do not pay anything to use that service.

Wastewater as defined by Wikipedia is:

Wastewater is any water that has been adversely affected in quality by anthropogenic influence. It comprises liquid waste discharged by domestic residences, commercial properties, industry, and/or agriculture and can encompass a wide range of potential contaminants and concentrations. ...

en.wikipedia.org/wiki/Wastewater

Websters Dictionary defines wastewater as water that has been used (as in a manufacturing process) :

Aqua has not applied for a Rate Increase on Potable Water only Wastewater.

If you all would look at the notice you received it applies to Waste water only.
For those of you that have septic tanks this is not applicable

As far as Customer Service please refer to the link below it is a report of Phase II monitoring done by Aqua Utilities of Florida for June 2010 as to their customer service requests

<http://www.aquaflo.com/Portals/0/Phase%20II%20Monitoring%20Report%20June%202010.pdf>

I hope this clears up any misinformation.

At the Next Unity Meeting on March 31st we will present our position on the Aqua sale.
We hope to have a representative from Aqua present at that meeting.
That meeting will be open only to Harbor Hills residents.

Standard rules of decorum will apply.

66.62 FEET TO THE CENTERLINE OF LAKE GRIFFIN ROAD AND A POINT ON A CURVE HAVING A RADIAL BEARING OF NORTH 27°13'16" WEST, SAID CURVE BEING CONCAVE NORTHWESTERLY HAVING A RADIUS OF 615.63 FEET; THENCE RUN EASTERLY ALONG SAID CENTERLINE AN ARC DISTANCE OF 228.02 FEET, SAID ARC HAVING A DELTA OF 2113'18", A TANGENT DISTANCE OF 115.33 FEET, A CHORD BEARING OF NORTH 52°10'04" EAST AND A CHORD DISTANCE OF 226.72 FEET TO A POINT OF TANGENCY; THENCE RUN NORTH 4133'27" EAST ALONG SAID CENTERLINE A DISTANCE OF 403.94 FEET TO A POINT OF CURVATURE, SAID CURVE BEING CONCAVE NORTHWESTERLY HAVING A RADIUS OF 1730.29 FEET; THENCE RUN NORTHEASTERLY ALONG SAID CENTERLINE AN ARC DISTANCE OF 240.35 FEET, SAID ARC HAVING A DELTA OF 07°57'32", A TANGENT DISTANCE OF 120.37 FEET, A CHORD BEARING OF NORTH 37°34'41" EAST AND A CHORD DISTANCE OF 240.16 FEET TO A POINT OF TANGENCY; THENCE RUN NORTH 33°35'55" EAST ALONG SAID CENTERLINE A DISTANCE OF 88.27 FEET TO A POINT OF CURVATURE, SAID CURVE BEING CONCAVE SOUTHEASTERLY HAVING A RADIUS OF 234.54 FEET; THENCE RUN EASTERLY ALONG SAID CENTERLINE AN ARC DISTANCE OF 307.05 FEET, SAID ARC HAVING A DELTA OF 75°00'30", A TANGENT DISTANCE OF 180.00 FEET, A CHORD BEARING OF NORTH 71°06'10" EAST AND A CHORD DISTANCE OF 285.59 FEET TO A POINT OF TANGENCY; THENCE RUN SOUTH 71°23'35" EAST ALONG SAID CENTERLINE A DISTANCE OF 606.85 FEET TO A POINT OF CURVATURE, SAID CURVE BEING CONCAVE NORTHEASTERLY HAVING A RADIUS OF 919.44 FEET; THENCE RUN EASTERLY ALONG SAID CENTERLINE AN ARC DISTANCE OF 249.03 FEET, SAID ARC HAVING A DELTA OF 15°31'06", A TANGENT DISTANCE OF 125.28 FEET, A CHORD BEARING OF SOUTH 79°09'08" EAST AND A CHORD DISTANCE OF 248.27 FEET TO A POINT OF TANGENCY; THENCE RUN SOUTH 54°48'39" EAST A DISTANCE OF 221.30'; THENCE RUN SOUTH 35°11'21" WEST A DISTANCE OF 2009.33'; THENCE RUN NORTH 51°43'05" WEST A DISTANCE OF 422.00'; THENCE RUN SOUTH 89°55'26" WEST A DISTANCE OF 400.37' TO A POINT ON THE EAST BOUNDARY OF SECTION 13; THENCE RUN NORTH 00°04'34" WEST ALONG THE EAST BOUNDARY OF SECTION 13 A DISTANCE OF 165.41'; THENCE RUN NORTH 89°58'35" WEST A DISTANCE OF 526.35'; THENCE RUN NORTH 66°26'23" WEST A DISTANCE OF 357.90'; THENCE RUN NORTH 00°01'25" EAST A DISTANCE OF 634.92' TO A POINT ON THE SOUTH BOUNDARY OF SECTION 12; THENCE RUN NORTH 89°40'50" EAST ALONG THE SOUTH BOUNDARY OF SECTION 12 TO THE POINT OF BEGINNING.

Any objections to the Application must be made in writing and filed with the Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, with a copy to D. Bruce May Jr. Holland & Knight, 315 South Calhoun Street, Suite 600, Tallahassee, FL 32301 within 30 days from the date of this Notice. The objection must state the grounds for the objection with particularity.

Aqua Utilities Florida, Inc.
510 Highway 466
Lady Lake, FL 32159

Mr. Emle Pellkan
39908 Sunbeam Way
Lady Lake, FL 32159-3536

DAYTONA BEACH
FL 32114
25 MAR 2013 5:19



OFFICE OF COMMISSIONER CLERK
2540 Shumard Oak Blvd
Tallahassee FL 32399-0850

323990850

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RECEIVED FPSC March 24, 2011

11 MAR 29 AM 9:11

COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		

SUBJECT: Docket No. 110019-WS -Aqua Utilities Florida, Inc's Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole,

I have recently been advised that our water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Florida Florida Inc (AUF)

Almost ALL Harbor Hills residents oppose this transfer for the following reasons:

Good, clean water is vital to our health and Aqua Florida's reputation for NOT delivering clean, drinkable water is well known.

Aqua Florida is also well known for their constant request for rate increases that have resulted in increases in areas they serve by as much as 500% while the quality of the water declined to "undrinkable" status.

The negotiations to sell Harbor Hills Utilities were under way for nearly two years, but the residents were unaware of this proposed sale. We only learned of it in January, 2011 through required PSC notice.

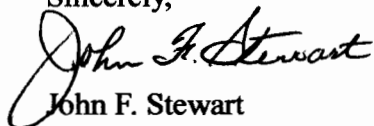
Transfer of the water system to Aqua Florida is definitely not in the public interest.

I question whether the proposed wastewater service documentation is accurate.

The Notice which was provided to the residents was inaccurate and unclear.

The reputation and performance record of Aqua Florida is highly questionable based on past experience in Florida and other states. I request that the Public Service Commission do a thorough investigation on past and present operations in the State of Florida prior to transferring the Harbor Hills Utilities, LP certificate to them.

Sincerely,



John F. Stewart
39145 Treeline Dr.
Lady Lake, FL 32159

cc: D. Bruce May, Jr.
Holland & Knight
315 South Calhoun St.
Suite 600
Tallahassee, FL 32301

STEWART
39145 TREELINE DR.
LADY LAKE, FL 32159

DAYTONA BEACH
FL 32122
25 MAR 2014 PM
USA FIRST-CLASS PERMIT

MS. ANN COLE
FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BLVD.
TALLAHASSEE, FL 32399-0850

323990850

March 25, 2011

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. <u>01002-11</u>		
DISTRIBUTION: _____		

RECEIVED FPSC

11 MAR 29 AM 9:11

COMMISSION
CLERK

DISTRIBUTION CENTER
11 MAR 29 AM 7:30

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

SUBJECT: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL

Ms. Cole:

As twelve-year residents of Harbor Hills, Lake County, my wife and I recently received notification that the water (and wastewater) systems of the Harbor Hills Utilities, LP are in the process of being sold to Aqua Utilities Florida, Inc (AUF).

We do not dispute the right of the developer to sell his property. However, we have sincere concerns about the great likelihood of this sale's negative impact on the quality of our water and current lifestyle. Therefore, we strongly oppose this transfer. We further understand that the consummation of this sale is contingent upon AUF receiving approval from the Florida Public Service Commission. Ms. Cole, it is often said, "*past history is the best predictor of future behavior*". With these words in mind, we offer a few of many, alleged allegations that have appeared within the public domain over the past few months:

- FlowFlorida.com reports that Aqua has been at the center of controversy in recent years over a series of rate increase requests. Residents have complained the rates are unjustified and unaffordable and have criticized Aqua's documented poor customer service record.
- March 21, 2011: U.S. Senator Bill Nelson, FL, jumped into the debate over Aqua Utilities' proposed rate increase for 117,000 Aqua Utilities customers that is pending before the Florida Public Service Commission. Nelson complained about the rate increase in a letter to PSC Chairman Art Graham. (Nelson's request is similar to a resolution approved last November by the Polk County Commission asking PSC members to delay or reduce the rate increase.)
- February 18, 2011: WFTV (CH 9) reported, "Dozens of Lake County residents are fighting to keep a controversial company out of their water supply. Aqua Utilities wants the state to approve its purchase of a company that served 700 people near Lady Lake."
- January 28, 2011: WFTV (CH 9) reported, "A troubled water company is causing more problems Friday. Some homeowners in Lake County told WFTV that their bills are so high, and their water is so dirty, that they're digging their own wells."

- July 28, 2010, WFTV (CH 9) reported, “This is one of the most unexplainable water bills WFTV has ever seen. A Mims woman uses so little water that her bills are usually only \$15 per month. Now, out of nowhere, her bill jumped to more than \$300, and she says she’s not using any more water.” [Customer], “says she can’t drink the water from her faucet, she doesn’t water her lawn, and she uses only paper plates.”
Aqua Utilities has faced problems in other areas, as well. WFTV covered numerous complaints about water quality in Chuluota in Seminole County. Last year, the state rated Chuluota’s water system as unsatisfactory and, earlier this year, the state ordered Aqua Utilities to monitor water quality for the rest of the year at several other sites.
- August 2, 2010, WFTV (CH 9) reported, CENTRAL FLORIDA -- Another customer told WFTV Monday that Aqua Utilities overcharged her hundreds of dollars. It’s one of several complaints that have come in to WFTV. Except this time, her son-in-law installed a second water meter and now the two don’t match up. WFTV confronted state regulators who are supposed to be tracking the accuracy of Aqua’s meters. At 94 years old, [Customer] doesn’t see too well, but the charges on her latest water bill from Aqua Utilities were hard to miss. “I thought it was a joke.” She was charged \$560 for more than 30,000 gallons of water at her small duplex near Lake Placid. “Is there any way you used 30,000 gallons of water last month?” WFTV reporter Eric Rasmussen asked. “That would be impossible. I used the same amount as every month,” she said.
- March 16, 2010, Tallahassee, Fla.—Kicking off a coordinated effort to improve water service for millions of Floridians, FLOW Florida, a coalition of community groups from 19 counties around the state, and the consumer advocacy group Food & Water Watch, spoke out against the private water provider Aqua Utilities Florida (Aqua). Standing before the Florida Public Service Commission (PSC), residents representing Aqua customers in Pasco, Polk, Seminole, Volusia and the other 15 counties where Aqua operates, ***spoke of the smelly, often undrinkable water, exorbitant rates, and unresolved customer issues suffered under the company’s service.***

Florida is not the only state showing alleged issues of concern:


According to reports, Aqua America, Aqua Utilities Florida’s parent company, has also come under attack in recent years, with many of its other systems such as those in New York, Ohio, North Carolina, Pennsylvania, Virginia, and Texas facing service problems similar to those in Florida. The city of Fort Wayne, Indiana—after experiencing yellow water and soaring bills, moved in 2009 to cancel its contract with Aqua America, and restore its water to public control.

- August, 2010: United States Senator Charles E. Schume, called for the General Accountability Office (GAO), the investigative arm of Congress, to examine Aqua America, Inc.’s continued eligibility to receive federal funds, citing questionable business practices of its New York subsidiary, Aqua New York, and a recent report by Food and Water Watch that raised concerns about the company’s aggressive strategy to raise consumer water rates.

Ms. Ann Cole
Commission Clerk
March 25, 2011
Page 3.

Ms. Cole, as stated previously, **we strongly oppose this transfer**. The prior alleged critical issues along with others—demand that we, as concerned residents of Harbor Hills, Lake County, not ignore this most important matter. Therefore, we request that the Florida Public Service Commission conduct a thorough investigation of the past and present operations of AUF in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to Aqua Utilities Florida, Inc.

Respectfully,


Jack L. Hayes
5920 Spinnaker Loop
Lady Lake, FL 32159

Cc: D. Bruce May, Jr.
Holland & Knight
315 South Calhoun Street, Suite 600
Tallahassee FL 32301

Governor Rick Scott
State of Florida – The Capitol
400 S. Monroe St.
Tallahassee, FL 32399-0001

State Sen. Alan Hays
1104 Main Street
The Villages, FL 32159

State Rep. Marlene O'Toole
916 Avenida Central
The Villages, FL 32159

Jack L. Hayes
5920 Spinnaker Loop
Lady Lake, FL 32159

DAYTONA BEACH
FL 321 21
25 MAR 2011 PM



Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

32399-0850



Dr. Marshall S. Grillo and Margra L. Grillo

5239 Grove Manor RECEIVED-FPSC

Lady Lake, Florida 32159

Telephone/Fax 352-753-7591 MAR 29 AM 9:12

Email: mlgrillo@charter.net

March 24, 2011

COMMISSION
CLERK

17 MAR 29 PM 7:31

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		

Regarding: Docket No. 110019-WS-Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities of Florida, Inc. and Amendment Of Certificate in Lake County, Florida and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges and Amendment of Certificate in Lake County, Florida.

To: Public Service Commissioners

As the owners of two homes in Harbor Hills, my husband and I wrote a letter to you on January 29, 2011 regarding the notice the Application for Approval of Transfer of the Water System of Harbor Hills Utility, L.P. in Lake County Florida to Aqua Utilities Florida, Inc. and Amendment of AUF's Certificate No. 106W. Included in our initial letter were fourteen questions and concerns regarding AUF. Since that time most of our questions have been addressed and we are appalled at the record this company has, not only in Florida but in the other states where they provide water to the citizens. We understand the number of complaints about them that have been submitted to you totals more than all other complaints combined! Approval of the transfer certainly would not be in the public's interest.

We also would like you to consider that the initial proposed wastewater service documentation that was submitted by AUF was flawed and new documents had to be submitted. We question the accuracy of the information in the revised proposal and feel that the Notice that was provided to the Harbor Hills residents was inaccurate and unclear.

Although the planning for the sale took nearly two years, the residents were neither informed nor notified about it until January 2011. If we had been, we could have organized to make an offer to buy it ourselves. The Harbor Hills property owners had a meeting on March 22, 2011 regarding this issue. There were over 500 people in attendance to hear about AUF.

. We are requesting Commission members note our objections to the transfer of the certificate from a utility that has given the community good water and good service to a company that has a record of charging exorbitant rates for delivering poor quality water.

We ask the Public Service Commission to do a thorough investigation of the AUF's past and present operations in Florida before considering the transfer of the Harbor Hills Utility to them. We feel it will show that an approval will not be in the best interests of the public.

Sincerely,


Margra L. Grillo

Cc: D. Bruce May, Jr.
Holland & Knight
315 South Calhoun Street, Suite 600
Tallahassee, Florida 32301

Cc: Rick Scott
Office of the Governor
State of Florida
The Capitol
400 S. Monroe Street
Tallahassee, Florida 32399-0001

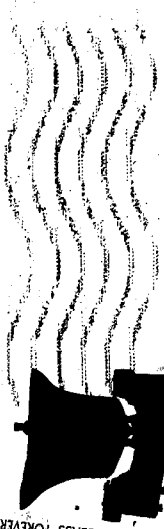
Cc: State Representative Marlene O'Toole
916 Avenida Central
The Villages, Florida 32159

Cc: State Senator Alan Hayes
1104 Main Street
The Villages, Florida 32159

Cc: U.S. Senator Bill Nelson
716 Hart Building
Washington, D.C. 20510

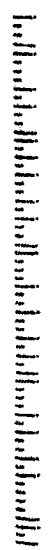
5239 Grove Manor
Lucky Lake, Nevada
32159

DAYTONA BEACH
FL 321 24
25 MAR 2011 PM



Mr. Ann Cole
Commissioner Clerk
7 Nevada Public Service Commission
3540 Howard Oak Boulevard
Tallahassee, Florida 32399-0850

323990850



REC'D 11-30-SC

11 MAR 31 AM 9:26

COMMISSION
CLERK

Dennis Holden
5307 Grove Manor
Lady Lake FL. 32159
March, 28 2011

11 MAR 31 AM 7:00

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL. 32399-0850

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		

Subject: Aqua Water Rate Request.

This letter is in regard to Docket No. 110019-WS-Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL. and Aqua Utilities Florida, Inc's Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF). Unbeknown to me and the other Harbor Hills property owners, the sale of the water system has been in negotiations for the better part of two years. I received the required PSC notice in mid March.

I oppose the transfer for the following reasons.

1. I am assuming the way the application reads, all potable water usage rates are tied to the wastewater treatment of that water. All properties would be charged for wastewater treatment even though most do not use the treatment facility.
Only the country club and less than 10% of the 500 plus properties in Harbor Hills are connected to the wastewater treatment plant. All properties use Harbor Hills potable water, but the wastewater is connected to individual septic systems.
2. Aqua Utilities FL. has a very poor reputation and performance record in Florida and other States. They are in the business of providing questionable quality and charging exorbitant rates. The Public Service Commission must do a thorough investigation on past and present operations in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to Aqua Utilities.
3. The Developer of Harbor Hills does not have the best interests of Florida or Harbor Hills in mind in the sale of the Harbor Hills Utilities to out of state corporate interests.

Sincerely,

Dennis Holden

Copy to: D. Bruce May Jr.
Holland & Knight
315 South Calhoun Street, Suite 600
Tallahassee, FL. 32301

Dennis Holden
5307 Grove Manor
Lady Lake FL 32159

TOLEDO OH 436
28 MAR 2011 PM 3 L



Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

32399-0850



tony salerno

RECEIVED FPSC

From: "tony salerno" <tonylou@embarqmail.com>
To: "salerno tony" <tonylou@embarqmail.com>
Sent: Monday, March 28, 2011 11:31 AM
March 28, 2011

11 MAR 31 AM 9: 25

COMMISSION
CLERK

Florida Public Service Commission;

I want to strongly protest the transfer of the Harbor Hills Utilities potable and waste water certificate to Aqua Utilities Florida.

My reasons are: Prior reputation for poor service...
History of unwarranted price increases....
Poor water quality....
Lack of customer confidence....

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		

As homeowners we were never informed of this transfer until it was a "done deal". We the homeowners, have contacted a number of current customers of Aqua Utilities, and have heard nothing but horror stories about price increases and poor quality of water with no customer support. We have also seen the television investigative reports that bear out these stories. If this company, Aqua Utilities, has such a bad reputation, I find it impossible to believe that you as a commission, serving us, the public, would add our 500+ homes to their list of unhappy Florida tax paying residents.

Sincerely,

Mary Lou Sal
Mary Lou Salerno

tony salerno

REGISTRATION CENTER
11 MAR 31 AM 7:28

From: "tony salerno" <tonylou@embarqmail.com>
To: "salerno tony" <tonylou@embarqmail.com>
Sent: Monday, March 28, 2011 11:31 AM
March 28, 2011

Florida Public Service Commission;

I want to strongly protest the transfer of the Harbor Hills Utilities potable and waste water certificate to Aqua Utilities Florida.

My reasons are: Prior reputation for poor service...
History of unwarranted price increases....
Poor water quality....
Lack of customer confidence....

As homeowners we were never informed of this transfer until it was a "done deal". We the homeowners, have contacted a number of current customers of Aqua Utilities, and have heard nothing but horror stories about price increases and poor quality of water with no customer support. We have also seen the television investigative reports that bear out these stories. If this company, Aqua Utilities, has such a bad reputation, I find it impossible to believe that you as a commission, serving us, the public, would add our 500+ homes to their list of unhappy Florida tax paying residents.

Sincerely,

Anthony E Salerno
Anthony E SALERNO



Mary Salerno
 5423 Grove Mnr.
 Lady Lake, FL 32159-3532

Ms Ann Cole
 Commission Clerk
 Florida Paralel Service Comm
 2540 Shumard Ave Blvd.
 Tallahassee, Fl. 32399. 850

323990850

Fullmark

Postmark/Postage

DAYTONA BEACH
 FL 32122
 JUN 20 2001 PM



RECEIVED FPSC

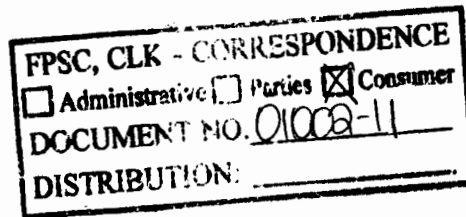
11 MAR 31 AM 9:25

COMMISSION
CLERK

William G. and Jill W. Ovens
6042 Spinnaker Loop
Lady Lake, Florida 32159-5915

Tel: 352-753-6156
williamovens@hotmail.com

March 29, 2011



Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

SUBJECT: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL

To the Public Service Commission of Florida:

Aqua Utilities Florida (AUF) is attempting to take over Harbor Hills Utilities LP (HHU). Based on the reputation of AUF in this state and other states, it is impossible to believe that this takeover is in the public interest.

I urge the PSC to review the complaints that have been lodged with the PSC about poor service, bad water, botched billing and exorbitant rates (or rate increases) that have occurred under AUF management. If you determine that these complaints are legitimate, you will see that AUF has long history of abuse of its customers and its monopoly position. Then with a straight face, please tell us how allowing the transfer of ownership of HHU to AUF can be in the best interests of the public that you are sworn to serve.

If past behavior is the best indicator of future behavior, then AUF will be a bad provider and a worse corporate citizen than Florida residents should have to endure. Past bad behavior is well documented in the complaints that the PSC has already received. I believe that there is no indication that AUF will change its corporate culture of price gouging and shoddy service. Unless the PSC can provide the public with any assurances that AUF will change its behavior, this transfer can not possibly be considered to be in the best interests of the public.

Respectfully,

William G. Ovens

Jill W. Ovens

Cc:
D. Bruce May, Jr.
Holland & Knight
315 South Calhoun Street, Suite 600
Tallahassee FL 32301

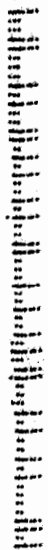
Mr. & Mrs. William Owens
6042 Spinnaker Loop
Lady Lake, FL 32159

DAYTONA BEACH
FL 32111
SEP 19 10 12 AM '72



Mrs Ann Cole
Commission Clerk
FLORIDA PUBLIC SERVICE Commission
2540 SHUMANOAK Boulevard
TALAHASSEE, FL 32399-0850

323990850



FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 01000-11
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11 MAR 31 AM 9:09

COMMISSION
CLERK

RECEIVED CENTER
11 MAR 31 AM 7:28

Ms. Ann Cole, Commission Clerk
Florida Public Services Commission
2540 Shumard Oak Boulevard
Tallahassee FL 32399-0850

Subject: Docket No. 110019-WS-Aqua Utilities Florida, Inc's Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges and Amendment of Certificate in Lake County, FL

Dear Ms. Cole :

With regard to the above referenced docket, we, as customers of Harbor Hills Utilities (HHU) ask that Florida Public Services Commission take the following items into consideration prior to granting an approval of transfer of HHU to Aqua Utilities Florida, Inc(AUFI):

1. Verifiable reports of the unsatisfactory reputation, performance and response to customers by AUFI bring into question their ability to operate a utility in a safe manner.
2. AUFI's practice of imposing a \$50 per month facility charge even when its customers don't use a drop of water is simply price gouging. Has anyone asked them to justify this charge? If its purpose is to make money to pay dividends, the Public Services Commission must protect the consumer, and ensure that the dividends are not being raised with the burden resting unreasonably on the back of the customers.
3. The Public Services Commission must take into consideration the fact that if the transfer of water certificate is approved, we become a captive consumer – we have no choice. We can't simply go across town and buy from another vendor. We are trapped. Therefore we ask that the Public Services Commission carefully examine the qualifications and reputation of AUFI prior to approving this transfer.

At the very least, please consider a moratorium on the transfer of

the certificate until the quality of service, the investigation of the number and type of complaints, and the billing practices of AUFI have been fully researched.

You may question why these concerns are raised at such a late date. Although the sale has been in negotiations for about two years, we have just recently learned about them.

If the Florida Public Service Commission is correctly named, then it has an obligation to protect the Public. Transfer of this certificate to AUFI is a major act which will have major consequences for the Florida citizens of the Harbor Hills community. Please keep this foremost in your decision-making process.

Thank you.

 3/27/11
Kenneth and Virginia Merrill
6044 Spinnaker Loop
Lady Lake FL 32159

Cc: Governor Rick Scott
State of Florida
The Capitol
40 S. Monroe Street
Tallahassee, FL 32399-0001

Senator Alan Hayes
1104 Main Street
The Villages, FL 32159

Representative Marlene O'Toole
916 Avenida Central
The Villages, FL 32159

Senator Bill Nelson
Landmark Two
225 East Robinson Street Suite 410
Orlando, FL 32801

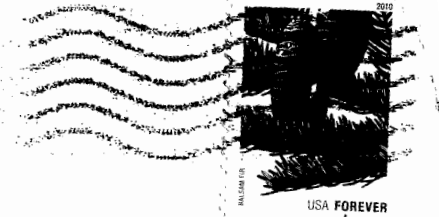
Senator Marco Rubio
201 South Orange Avenue
Suite 350
Orlando, FL 32801

Representative Cliff Stearns
115 S. E. 25th Avenue
Ocala, FL 34471



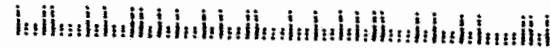
Mr. & Mrs. Kenneth F. Merrill
6044 Spinnaker Loop
Lady Lake, FL 32159

DAYTONA BEACH
FL 32122
29 MAR 2011 PM



Ms. Ann Cole, Commission Clerk
Florida Public Services Commission
2540 Shumard Oak Boulevard
Tallahassee FL 32399-0850

32399-0850



Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED FPSC

11 MAR 31 AM 9:08

COMMISSION
CLERK

DEPARTMENT CENTER
11 MAR 31 AM 7:29

March 28, 2011

SUBJECT: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL

Dear Ms Cole,

We have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF). I must state at the start, that my wife and I strongly protest this transfer. We understand that the developer has every right to sell his property, but the choice made is NOT in the best interest of our community.

While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice.

Water is vital to our health and quality of life here in Harbor Hills. We oppose this transfer for the following reasons:

- AUF has a very poor record of service and quality of water supplied to communities they are now servicing. Of all the water companies in Florida, over 70% of the complaints received were against AUF
- The transfer of the water system to AUF is not in the public interest.
- History of unwarranted price increases. Channel 9 TV even did an expose on the practices and exorbitant price increases AUF impose on a new community they took over.
- The Notice, which was provided to the residents, was inaccurate and unclear.

If this company, AUF has such a bad reputation, I find it impossiable to believe that you as a commission serving us, the public, would add our 500+ homes to their list of unhappy Florida tax paying and voting residents. We believe the reputation and performance record of Aqua Utilities is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission do a thorough investigation on past and present operations in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to them.

Sincerely,

Leon DiDomenico

Leon DiDomenico
6216 Landings Blvd.
Lady Lake, Florida 32159
352-205-8539

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. <u>01002-11</u>		
DISTRIBUTION: _____		



Mr. Leon Didomenico
6216 Landings Blvd.
Lady Lake, FL 32159-5940

DAYTONA BEACH
FL 321 2 T
29 MAR 2011 PM



MRS ANN COLE
COMMISSION CLERK
FLORIDA PUBLIC SERVICE COMMISSION
2540 SHURMARD OAK BLVD
TALLAHASSEE, FL 32399-0850

32399+0850



39112 Treeline Drive,
Lady Lake,
Florida 32159.

RECEIVED PSC
11 MAR 31 AM 9:08/2011

TEL. 352 259 8012
11 MAR 31 AM 7:29

COMMISSION
Subject: Docket No. 110019-LWS-Aquq Utilities Florida Inc's application for Approval of Transfer of Harbor Hills Utilities, L.P's Water System to Aqua Utilities Florida Inc, and Amendment of Certificate in Lake County, FL, and Aqua Utilities FL. Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges and Amendment Of Certificate in Lake County, FL.

Dear Ms Anne Cole,

I understand that the systems (water and wastewater) of Harbor Hills Utilities are being sold to Aqua Utilities Florida Inc. I learned of this thru the required PSC notice in January 2011, although apparently negotiations had been going on for nearly two years.

After researching the activity of Aqua Utilities in Florida and other States I believe that the transfer is not in the interests of the residents of Harbor Hills in which my wife and I reside. Therefore I request that the PSC do a thorough investigation of this company prior to the transfer of The Harbor Hills Utilities LP certificate to them.

Apart from anything else, the notice I received was both unclear and inaccurate. In addition, I question whether the proposed wastewater service documentation is accurate. In conclusion, in view of the above, I doubt whether the transfer of the water system is in the public interest.

Yours sincerely, *Milton M. Gilbert*
Milton M. Gilbert.

Ms Anne Cole,
Commission Clerk,
Florida Public Service Commission,
2540 Shumard Oak Boulevard,
Tallahassee, FL 32399-0850

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. <u>01002-11</u>		
DISTRIBUTION: _____		

cc.D.Bruce May, Jr,
Holland & Knight,
315 South Calhoun Street, Suite 600
Tallahassee FL 32301

G

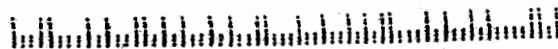
Mr. Milton M. Gilbert
39112 Treeline Dr.
Lady Lake, FL 32159-6016

DAYTONA BEACH
FL 32122 L
29 MAR 2011 PM



Ms. ANNE COLE,
Commission Clerk,
Florida Public Service Commission,
2540 Shumard Oak Boulevard,
Tallahassee, FL 32399-0850

32399-0850



RECEIVED

11 MAR 3 8:17

COMMISSION
CLERK

6120 Topsail Rd.
Lady Lake, FL 32159
March 23, 2011

Commissioner Lisa Polak Edgar
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

FPSC, CLK - CORRESPONDENCE		
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DOCUMENT NO. 01002-11		
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Dear Commissioner Edgar,

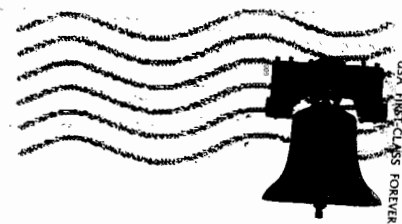
We are writing to urge the Public Service Commission (PSC) to deny AQUA Utilities Florida, Inc.'s application for a transfer of the waste-water certificate from Harbor Hills Utilities pursuant to Docket No. 110019-WS, as it is not in the best interest of the public and, in particular, your constituents. Despite AQUA's assertions in its application, *"The proposed acquisition would place the water and wastewater operations of the Harbor Hills water and wastewater system in the hands of an experienced company and industry leader whose sole focus in the provision of high quality water and wastewater service at reasonable prices."* AQUA's track record is contrary to this. The horror stories of ever-increasing, excessive rates, billing nightmares, poor water quality, and inadequate service, abound throughout AQUA's service areas to include Florida. Chuluota, Seminole County is experiencing, on average, 3 times the cost for water and sewage that nearby Oviedo is paying. Seminole County is working to purchase back the system from AQUA, but has not agreed to a valuation as yet. AQUA is saying that the value is about 4 times the valuation specified by Seminole County. The residents of Harbor Hills do not want to be faced with this situation. Additionally, AQUA is responsible for the great majority of complaints to the PSC by consumers, and they have also been fined for their billing problems. We, along with my neighbors, your constituents, urge you to ensure that Aqua's request for the transfer of the certificate be denied.

Robert and Jessica Carlton
Harbor Hills Residents



Robert Carlton
6120 Topsail Rd
Lady Lake, FL 32159

MID FLORIDA POC
FL 3272 T
24 MAR 2011 PM



USA FIRST CLASS FOREVER

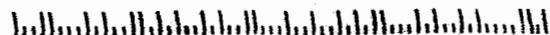
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MAR 29 2011

Florida Public Service Commission
COMMISSIONER EDGAR

COMMISSIONER LISA POLAK EDGAR
FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BLVD.
TALLAHASSEE, FL 32399-0850

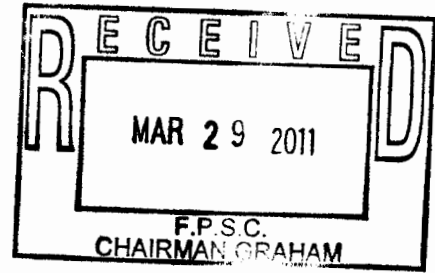
32399+0850



#110019

March 24, 2011

RECEIVED
11 MAR 30 AM 8:16



Mr. Art Graham, Chair
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399

Dear Mr. Graham,

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF).

While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through an undated required PSC notice.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, I strongly oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notices which were provided to the residents were inaccurate, unclear and undated.
- Aqua Utilities Florida, Inc., has a substantially poor track record throughout the state
- Aqua Utilities Florida, Inc., accounts for a disproportionate number of complaints to your own office
- Aqua Utilities Florida, Inc., has a history of seeking, and getting, frequent and unsubstantiated rate increases purportedly to expand and enhance product and service WITHOUT subsequently doing so
- Aqua Utilities Florida, Inc., has a history of providing *technically* potable water of far less than *desirable* quality
- Aqua Utilities Florida, Inc., has a history of profiteering at the expense of its customer base
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States.

I request that the Public Service Commission postpone any and all decisions relating to the transfer of certificate from Harbor Hills Utilities, LP., to Aqua Utilities Florida, Inc.

I further request that the Public Service Commission do a thorough investigation of Aqua Utilities Florida, Inc's past and present operations and business practices in the State of Florida prior to considering the transfer of the Harbor Hills Utilities, LP certificate to Aqua Utilities Florida, Inc.

I await your prompt reply.

Sincerely,

Ellen B Wilcox

Cc: Ann Cole

H. Marlene O'Toole

D. Alan Hays

D. Bruce May, Jr.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
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SUBJECT: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL

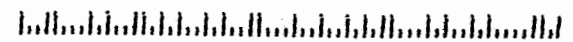
Ellen B Wilcox
5500 Citation Court
Lady Lake, FL 32159-6023

DAYTONA BEACH
FL 321 21
25 MAR 2011 PM

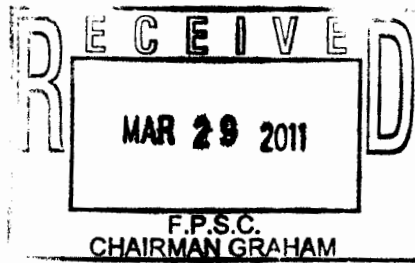


Mr. Art Graham, Chair
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399

32399#0850



110019



6120 Topsail Rd.
Lady Lake, FL 32159
March 23, 2011

Chairman Art Graham
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

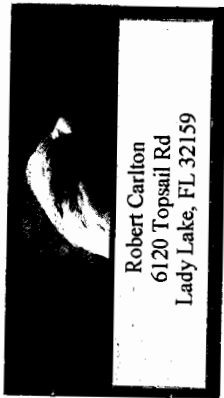
11 MAR 30 AM 10:15
COMMISSION CLERK
F.P.S.C.

Dear Chairman Graham,

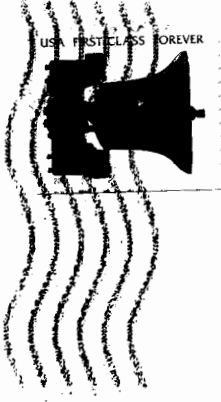
We are writing to urge the Public Service Commission (PSC) to deny AQUA Utilities Florida, Inc.'s application for a transfer of the waste-water certificate from Harbor Hills Utilities pursuant to Docket No. 110019-WS, as it is not in the best interest of the public and, in particular, your constituents. Despite AQUA's assertions in its application, *"The proposed acquisition would place the water and wastewater operations of the Harbor Hills water and wastewater system in the hands of an experienced company and industry leader whose sole focus in the provision of high quality water and wastewater service at reasonable prices."* AQUA's track record is contrary to this. The horror stories of ever-increasing , excessive rates, billing nightmares, poor water quality, and inadequate service, abound throughout AQUA's service areas to include Florida. Chuluota, Seminole County is experiencing, on average, 3 times the cost for water and sewage that nearby Oviedo is paying. Seminole County is working to purchase back the system from AQUA, but has not agreed to a valuation as yet. AQUA is saying that the value is about 4 times the valuation specified by Seminole County. The residents of Harbor Hills do not want to be faced with this situation. Additionally, AQUA is responsible for the great majority of complaints to the PSC by consumers, and they have also been fined for their billing problems. We, along with my neighbors, your constituents, urge you to ensure that Aqua's request for the transfer of the certificate be denied.

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 01002-11
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Robert and Jessica Carlton
Harbor Hills Residents

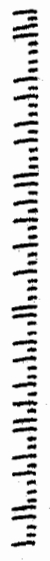


MID FLORIDA PDC
FL 32721
24 MAR 2011 PM



CHAIRMAN ART GRAHAM
FLORIDA PUBLIC SERVICE COMMISSION
2540 SNUMARD OAK BLVD.
TALLAHASSEE, FL 32399-0850

32399+0850



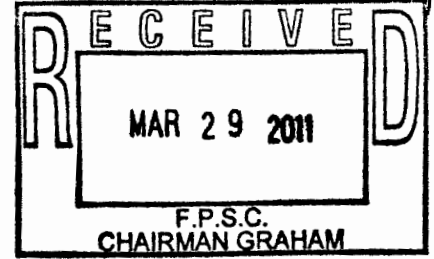
110019

March 26, 2011

RECEIVED

11 MAR 30 AM 8:16

COMMISSION CLERK



Mr. Art Graham, Chair
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399

Dear Mr. Graham,

We have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF).

While these negotiations were underway for the better part of two years, we were unaware of this proposed sale, and only learned of it in January 2011 through an undated required PSC notice.

Water is vital to our health and to our quality of life here in Harbor Hills. We strongly oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- Aqua Utilities Florida, Inc., has a substantially poor track record throughout the state.
- Aqua Utilities Florida, Inc., accounts for a disproportionate number of complaints to your office.
- Aqua Utilities Florida, Inc., has a history of seeking, and getting, frequent rate increases.
- Aqua Utilities Florida, Inc., has a history of providing potable water of far less than *desirable* quality.
- Aqua Utilities Florida, Inc., has a history of profiteering at the expense of its customer base.
- We believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States.
- See website www.foodandwaterwatch.org for a report on AUF's parent company, Aqua America.

We request that the Public Service Commission do a thorough investigation of Aqua Utilities Florida., Inc's past and present operations and business practices in the State of Florida prior to considering the transfer of the Harbor Hills Utilities, LP certificate to Aqua Utilities Florida, Inc.

We await your response.

Sincerely,

Joseph J. Rosinski Barbara H. Rosinski

Joseph J. and Barbara H. Rosinski
39215 Treeline Drive
Lady Lake, Florida 32159

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		

Cc: D. Bruce May, Jr.
Holland & Knight
315 South Calhoun Street
Suite 600
Tallahassee FL 32301

State Senator Alan Hays
1104 Main Street
The Villages, FL. 32159

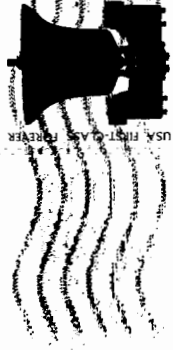
State Representative Marlene O'Toole
916 Avenida Central
The Villages, FL 32159



Joseph J Rosinski Jr
39215 Treeline Dr
Lady Lake FL 32159-6020

JACKSONVILLE FL 322

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



Mr. Art Graham, Chair
Florida Public Service Committee
2540 Skumard Oak Blvd,
Tallahassee.

FL 32399

032399+0250



RECEIVED-FPSC

11 MAR 30 AM 8:15

**Tricia M Edwards
5631 Spinnaker Loop
Lady Lake, Florida 32159**

COMMISSION
CLERK

March 24th, 2011

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2549 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

FPSC, CLK - CORRESPONDENCE		
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DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		

Ref: Subject: Docket # 110019-WS-Aqua Utilities Florida, Inc's Application for Approval Of transfer of Harbor hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc and Amendment of Certificate in Lake County, Florida and Aqua Utilities Florida, Inc's Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, Florida.

Dear Ms Cole

It is my understanding that the water and wastewater systems of my community, Harbor Hills, in Lady Lake, Florida, in Lake County, is being sold to Aqua Utilities Florida, Inc.

I now understand that the negotiations have been going on for almost 2 years! Myself and my fellow Harbor Hills residents were NOT told of this proposed sale of our Harbor Hills Utilities by our Developer, and only learned about it in January of 2011, through required Public Service Commission Notice.

I have been a resident of Harbor Hills for over 6 years and I OPPOSE this transfer of our Utilities to Aqua Utilities for many reasons and on many levels, but I will name what I feel are the most important reasons:

Aqua Utilities has a questionable reputation and performance record based on FACTS of past experience in the State of Florida and other States.

The transfer of our water system to Aqua Utilities is not in the best interest of Harbor Hills residents or to the public in general.

The Notice I received in the mail from Aqua Utilities was inaccurate and unclear.

I do not think the "proposed" wastewater "documentation" is accurate.

I feel that quality of water is essential to myself and my neighbors in Harbor Hills and believe a company like Aqua Utilities with their poor reputation , will compromise the quality of our water and our lives here.

I am asking that the Public Service Commission investigate thoroughly, past and present Aqua Utilities operations in the State of Florida before transferring the Harbor Hills Utilities, LP Certificate to them.

Myself, the residents of Harbor Hills and the citizens of Florida, rely on the Public Service Commission to look out for OUR best interests, so I would appreciate your immediate attention to this matter.

Sincerely,

A handwritten signature in cursive script that reads "Tricia Edwards".

Tricia Edwards

CC:

D. Bruce May, Jr.

Holland and Knight

315 South Calhoun Street, Suite 600

Tallahassee, Florida 32301

Tricia M Edwards
5631 Spinnaker Loop
Lady Lake, FL 32159

DAYTONA BEACH
FL 321 2 L
25 MAR 2011 PM

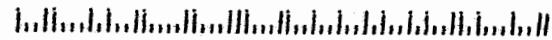


DISTRIBUTION CENTER

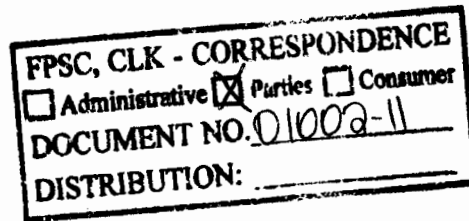
11 MAR 30 AM 7:14

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2549 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

3231137844



March 24, 2011



REC'D BY FPSC

11 MAR 30 AM 8:12

COMMISSION
CLERK

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Subject: Docket **No. 110019-WS-Aqua Utilities Florida, Inc.'s**
Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water
System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake
County, FL, and Aqua Utilities Florida, Inc.'s Application for Original
Certificate for an Existing Wastewater System, Request for Initial Rates
and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole,

I have been advised that the water (and wastewater) systems of the Harbor
Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc. (AUF).

While these negotiations were underway for the better part of nearly two
years, we were unaware of this proposed sale, and only learned of it in
January 2011 through required PSC notice.

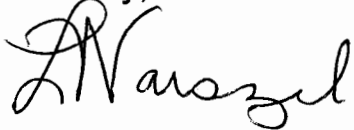
Not only because water is vital to our health, but also to our quality of life
here in Harbor Hills, we **oppose** this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation
is accurate.
- The Notice which was provided to the residents was inaccurate and
unclear.

I believe the reputation and performance record of AUF is highly
questionable based on the facts of past experience in Florida and other
States. I request that the Public Service Commission do a thorough

investigation on past and present operations in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to them.

Sincerely,

A handwritten signature in cursive script, appearing to read "L. Warszewik".

Lyle Warszewik
Harbor Hills Resident
5735 Crestview Dr.
Lady Lake, FL 32159
Phone: 352-750-6835

cc: D. Bruce May, Jr.
Holland & Knight
315 South Calhoun Street, Suite 600
Tallahassee, FL 32301

WARSZEWIK LYLE
5735 CRESTVIEW DR
LADY LAKE, FL 32159

DISTRIBUTION CENTER
11 MAR 30 AM 7:11



Ms. Ann Cole
Florida Public Service Commission
2540 Shumand Oak Blvd
Tallahasee,, FL 32399-0850

3239990850 0001



March 27, 2011

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 01002-11
DISTRIBUTION: _____

RECEIVED FPSC

11 MAR 30 AM 8:11

COMMISSION
CLERK

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

SUBJECT: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL

Dear Ms. Cole:

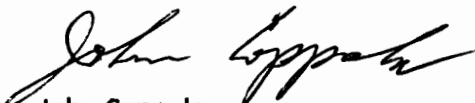
I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF).

While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission do a thorough investigation on past and present operations in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to them.

Sincerely,


John Coppola

C
Mr. John Coppola
39918 Sunbeam Way
Lady Lake, FL 32159

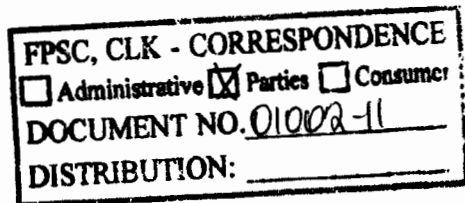
DISINTEGRATION CENTER

11 MAR 30 AM 7:10

DAYTONA BEACH
FL 32117
29 MAR 2011 PM



Ms. ANN COLE
COMMISSION CLERK
FLORIDA PUBLIC SERVICE COMMISSION
2540 SUMMERS OAK BOULEVARD
~~TALLAHASSEE~~, FL 32310-0850



39831 Grove Heights

Lady Lake, FL 32159

March 25, 2011

RECEIVED FPSC

11 MAR 30 AM 8:11

COMMISSION
CLERK

Ms. Ann Cole

Commission Clerk

Florida Public Service Commission

2540 Shumard Oak Boulevard

Tallahassee, FL 32399-0850

SUBJECT: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL

Dear Ms. Cole,

The FPSC must not allow Aqua Utilities to take over Harbor Hills Utilities because it may harm my family's ability to live out our retirement in good health and may even force us out of our home.

Aqua has proven itself to be a rapacious corporation who do not give a hoot about its customers. Their behavior is totally despicable through a history of forcing-up rates and causing many of their most vulnerable customers to lose their homes. Moreover, Aqua

has a track record of providing sub-standard water quality in many of their systems and doing nothing about these problems.

The FPSC must withstand the political pressure by our elected officials and do the right thing for us. Yes...withstand the pressure and be responsible to Florida voters, rather than the pols who potentially may be influenced by campaign contributions and other perqs from Aqua.

Yours truly,

A handwritten signature in black ink, appearing to read "Barry & Judith Pressman". The signature is fluid and cursive, with a long horizontal line extending from the end.

Barry and Judith Pressman

Cc:

D. Bruce May, Jr.

Holland & Knight

315 South Calhoun Street, Suite 600

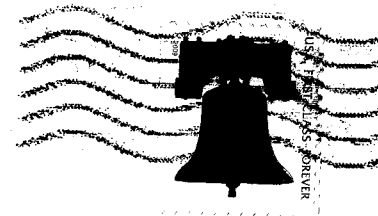
Tallahassee FL 32301

Barry J. Pressman
3983 Grove Heights
Lady Lake, FL 32159

DISTRIBUTION CENTER

11 MAR 30 AM 7:09

DAYTONA BEACH
FL 321 1 T
29 MAR 2011 PM



Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

32399-0850



Herbert V. Cork, Jr.
5418 Saddleback Ct.
Lady Lake, Florida 32159
352/205-8959

RECEIVED - FPSC

11 MAR 30 AM 8:11

COMMISSION
CLERK
March 24, 2011

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 101002-11		
DISTRIBUTION: _____		

Dear Ms. Cole:

I am writing regarding my concerns over pending actions regarding:
Docket # 110019-WS-Aqua Utilities Florida, Inc.
Application for approval of Transfer of Harbor Hills Utilities, LP
Water System (etc) to Aqua, and relative certificate amendment
(etc).

The Harbor Hills Administration has concealed this effort from the many homeowners in the subdivision for roughly two years. It is fortunate that required publication and media coverage exposed it.

As a retired Harbor Hills homeowner and as past Licensed Professional Engineer (Illinois), I have explored information available about the proposed Aqua organization. This leads me to oppose this as the transfer is not in the public interest because:

- > Aqua has a bad quality record in Florida ranging from contamination Health issues and to terrible Customer Service.
- > The data suggests Aqua has more performance issues than all other Florida Water service Companies combined.
- > Aqua's predatory and legislated monopolistic pricing opportunities appear to have been often used unfairly.

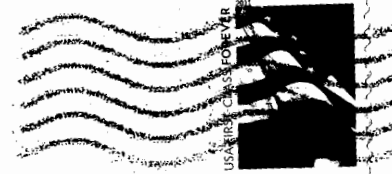
The data is available, not only in media coverage, but also in data bases that need Commission investigation prior to any certificate transfer.

Sincerely


Herbert V Cork

Mr. Herbert Cork
5418 Saddleback Ct
Lady Lake, Florida 32159

DAYTONA BEACH
FL 321 21
25 MAR 2011 PM

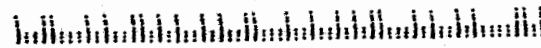


DAYTONA BEACH CENTER

11 MAR 30 AM 7:09

**Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850**

32399+0850



March 25, 2011

Mr. and Mrs. Charles Meckley
5200 Grove Manor
Lady Lake, FL 32159

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

RECEIVED-FPSC

11 MAR 30 AM 8:10

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 01002-11
DISTRIBUTION: _____

COMMISSION
CLERK

Subject: Docket No. 110019-WS-Aqua Utilities Florida, Inc. Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL and application by Aqua Utilities Florida, Inc. for original certificate for an existing Waste Water System, request for initial rates and charges and amendment of certificate in Lake County.

Dear Ms. Cole,

I have been advised that the water (and waste water) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities of Florida, Inc (AUF).

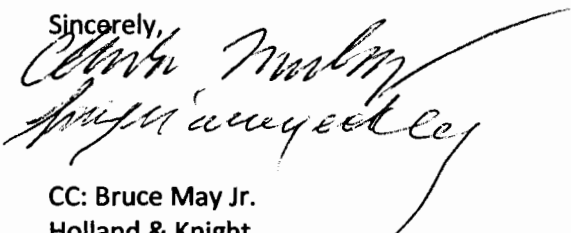
Since these negotiations were underway for the better part of two years, we were unaware of this proposed sale until January of 2011 when we received the required PSC notice long after the fact.

Because water is a vital necessity, and greatly affects the quality of life for its consumers we oppose this transfer for the following reasons:

- The transfer of the water system is not in the best interest of the public.
- The service documentation is questionable, if at all accurate.
- The notice received by the residents was inaccurate and unclear.

We believe reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other states. We request that The Public Service Commission do a thorough investigation of past and present operations in the state of Florida prior to transferring the Harbor Hills Utilities, LP certificate to AUF.

Sincerely,



CC: Bruce May Jr.
Holland & Knight
315 South Calhoun Street, Suite 600
Tallahassee, FL 32301

Charles Meckley
P.O. Box 1834
Lady Lake, FL 32158-1834

DISTRIBUTION CENTER

11 MAR 30 AM 7:09



UNITED STATES
POSTAL SERVICE



1000

32399

U.S. POSTAGE
PAID
LADY LAKE, FL
32158
MAR 28, 11
AMOUNT

\$0.44

00068390-0*

**Ms. ANN COLE
COMMISSION CLERK
FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BLVD
TALLAHASSEE, FL 32399-0850**

32399-0850



March 26, 2011

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		

RECEIVED FPSC

11 MAR 30 AM 8:10

COMMISSION
CLERK

Subject: Docket No 110019-WS – Aqua Utilities Florida, Inc.’s Application for Approval of Transfer of Harbor Hills Utilities, L.P.’s Water System to Aqua Utilities Florida Inc. and Amendment of Certification in Lake County, FL, and Aqua Utilities Florida, Inc.’s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole:

I have been informed that the water and wastewater systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF). While these negotiations were underway for almost two years, many property owners in Harbor Hills were unaware of the proposed sale, and only learned of it recently through our Developer. AUF sent a letter to Harbor Hills property owners, which I received on March 11, summarizing the PSC notice. The letter itself was not dated nor was there any postmark on the mailing envelope, yet it stated that we had only 30 days from January 7, 2011 (date of notice) to provide our comments.

As one many property owner in Harbor Hills, I strongly object to this transfer for the following reasons:

- This transfer of the water systems to AUF is not in the public interest. We have a good water system and pay reasonable rates currently. Based on media reports that I have seen and read in the past month the reputation and business practices of AUF in other areas of Florida are highly questionable. Why would we want to have this entity take over our water system given these concerns over prospective rate increases and deterioration in quality service and product? The public interest will not be served if this transfer is approved.

- In the Harbor Hills Community, dozens of homes are currently on the market as a result of very slow sales, bank foreclosures, vacated properties, etc. Property values have plunged to around 50-60% of the original purchase prices of our homes due to the grave housing market which has hit Florida especially hard in recent years. The majority of homeowners in Harbor Hills are senior citizens and most of us will be faced with selling our homes in coming years due to increasing age, illness, loss of a spouse, etc. As difficult as it is to sell a home in Harbor Hills today, it will become much more difficult if owners have to deal with potentially exorbitant water rates and/or poor water services, which would certainly turn off prospective buyers.

I summary, from media information that I have seen in recent weeks, I believe the reputation and performance record of AUF is highly questionable. Aqua has been singled out by Senator Schumer of New York for questionable business practices and most recently by our own Senator Nelson for Aqua’s recently proposed rate increase. Additionally, as I understand it, AUF has been the subject of a significant number of customer complaints filed over the last several years. This in itself should bring


into question how they may intend to operate in Florida and should be a red flag to the PSC and other state agencies that would allow them to expand their operations and customer base in Florida.

I request that the Public Service Commission undertake a very thorough investigation on the past and present operations and business practices of AUF, prior to taking any action on the Certificate transfer from Harbor Hills Utilities to AUF. Again, I believe that such a transfer will not be in public interest and certainly not in the interest of the property owners in Harbor Hills.

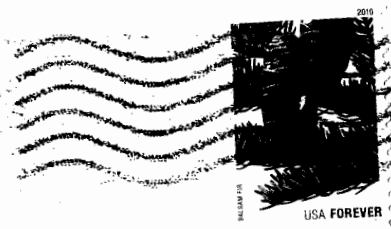
Sincerely,

A handwritten signature in black ink, appearing to read "Richard Beaver", written in a cursive style.

Richard Beaver
5228 Harbor Ridge Ct
Lady Lake, FL 32159

 MR. RICHARD BEAVER
5228 Harbor Ridge Ct
Lady Lake, FL 32159

DAYTONA BEACH
FL 32122
29 MAR 2011 PM



DISTRIBUTION CENTER

11 MAR 30 AM 7:09

Ms. ANN COLE
COMMISSION CLERK
FLORIDA PUBLIC SERVICE
COMMISSION
2570 SUMMARD OAK BLVD.
TALLAHASSEE, FL 32399-0850
32399-0850

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		

March 27, 2011

RECEIVED FPSC

11 MAR 30 AM 8:10

COMMISSION
CLERK

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumad Oak Blvd
Tallahassee, FL 32399-0850

RE: Docket No. 110019-WS-Aqua Utilities Florida, Inc's application for approval of Transfer of Harbor Hills, LP's Water System to Aqua Utilities Florida Inc and Amendment of Certificate in Lake County, Fl. and Aqua Utilities Florida Inc. application for Original certificate for an existing wastewater System request for intial rates and charges and amendment of certificate in Lake County, Fl.

Dear Ms. Cole:

I am a resident of Harbor Hills in Lake County Fl and have been advised that the water and wastewater systems of our community (Harbor Hills) are being sold to Aqua Utilities of Florida.


While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale and only learned of it in January of 2011 through required PSC notice.

Not only because water is vital to our health but also to our quality of life here in Harbor Hills, we OPPOSE this transfer for the following reasons:

- The transfer of the water system to Aqua Utilities is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- -The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance of Aqua Utilities is highly questionable based on the facts of past experience in Florida and other States.

I request that the PSC do a through investigation on past and present operations in the State of Florida, prior to transferring the Harbor hills Utilities LP certificate to them.

I also request that after doing this intense investigation you will give us, the Harbor Hills residents, time to find an alternative solution in finding a better suited utility company that will meet our needs and would be in compliance with all the PSC rules including customer service and acceptable water quality.

Sincerely

Robert W. Burns
39218 Tacoma Dr.- Harbor Hills
Lady Lake, FL 32159

cc:D. Bruce Jr.
Holland & Knight
315 S. Calhoun St. Suite 600
Tallahassee, FL 32301



Mr. Robert Burns
39218 Tacoma Dr.
Lady Lake, FL 32159



DISPATCH CENTER

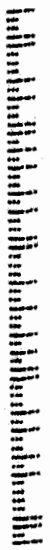
11 MAR 30 AM 7:09

DAYTONA BEACH
FL 32121
28 MAR 2011 PM



*Mrs Ann Cagle
Commissioner Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850*

32399+0850



To: Office of Commissions Clerk, Florida Public Service Commission
March 28, 2011

RECEIVED
from: Nicholson

ROBERT V. NICHOLSON
MARGARET D. NICHOLSON
6201 Topsail Rd.
Lady Lake, Fl. 32159
352 787 1232

11 MAR 30 AM 8:10

COMMISSION
CLERK

March 28, 2011

Office of Commissions Clerk
2540 Shumard Oak Boulevard
Tallahassee, Fl. 32399-0850

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		

Re: Notice of Application for Approval of Transfer and Application for Original Certificate for an Existing Wastewater System Requesting Initial Rates and Charges Harbor Hills Utility, LP in Lake County Florida to Aqua Utilities Florida, Inc., And subsequent notices pertinent thereto.

Gentlemen:

The undersigned hereby object to the afore cited application, and request, suggest and demand that said application be denied.

The application should be denied for the following reasons, circumstances and conditions:

Approval of the request for rates and charges for Wastewater services is in violation of and contrary to an existing contractual agreement.

When we purchased our lot and contracted for the construction of our single family dwelling in Harbor Hills, one of the enticing features of this particular location was that it would be connected up to the wastewater system and that the charges therefore would be included in our water bill. Developer (same ownership as the Water Utility) voiced no objection and thereby consented thereto by his silence. This circumstance has been uninterruptedly consistent over the past 20 years.

Now comes Harbor Hills Utilities, before you, and asks your approval to levy an additional charge to me the consumer, without my consent or approval.

The levy of this additional charge will impact my property value, in that it will increase the carrying charges to live here. This being done, unilaterally, without my agreement therto.

To: Office of Commissions Clerk, Florida Public Service Commission

March 28, 2011


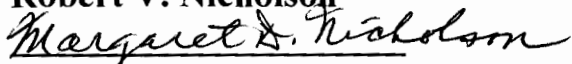
from: Nicholson

From the date of my residency to present date, it has been the procedure to include wastewater services as part of the Utility services. We had every reason to believe, and in fact did so believe that our water service charges included the charges for wastewater services.

Harbor Hills Utilities by its silent uniform course of practice, uninterrupted over more than 20 years, constitutes acknowledgment of this agreement and understanding.

The appearance that the 56 residential dwellings and the Harbor Hills Country Club Clubhouse and its ancillary buildings, have been subsidized by the water rate payers is not my concern at this time. Accounting for the arrangement of compensation for the appearance of any inequity that may exist as a result of these billing procedures is the responsibility of Harbor Hills Utilities.

Respectfully signed as rate-payers and consumers served by the above subject Utility.

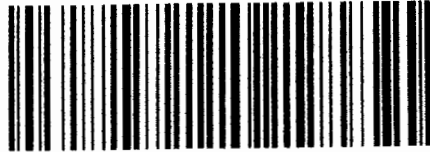

Robert V. Nicholson

Margaret D. Nicholson

Copy: D. Bruce May Jr. Holland & Knight, 315 South Calhoun St., Suite 600, Tallahassee, Fl. 32301.

ROBERT V. NICHOLSON
MARGARET D. NICHOLSON
6201 Topsail Rd.
Lady Lake, Fl. 32159

11 MAR 30 AM 7:08

CERTIFIED MAIL™



7009 1410 0000 5600 2737



U.S. POSTAGE
PAID
LADY LAKE, FL
MAR 26 11
AMOUNT
\$5.54
00017337-22

Office of Commissions Clerk
2540 Shumard Oak Boulevard
Tallahassee, Fl. 32399-0850

32399-0850 0001



FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		

RECEIVED FPSC
11 MAR 29 PM 1:23
COMMISSION
CLERK

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

RECEIVED

MAR 28 2011

Florida Public Service Commission
Division of RCA

March 25, 2011

Objection to Aqu Utilities/Harbor Hills Application

Dear Honorable Commissioners

My wife and I are home owners of Harbor Hills, Lake County. We were recently notified that the water and waste water systems of Harbor Hills Utilities, LP are in the process of being sold to Aqua Utilities Florids, Inc.

We have concerns that the sale's will have a negative impact on the quality of our water and lifestyle. We strongly Oppose this transfer. We understand that the sale is contingent upon AUF receiving approval from the Florida Public Service Commission.

Attached I have listed a few of the reasons for our objection.

The transfer of the water and waste water system to AUF is not in the best interest of the public interest.

The notices that were provided to the residents were inaccurate, unclear and undated.

Aqua Utilities Florida Inc. has a very poor track record throughout the state.

Aqua Utilities Florida Inc. is responsible for a hugh number of complaints received by your office.

Aqua Utilities Florida Inc, has a history of seeking, and getting, frequent and unsubstantiated rate increases to expand and enhance product and service WITHOUT doing so.

It is our believe that the reputation and performance of AUF is questionable based on the facts of past experience, not only in Florida, but many other states.

We request that the Public Service Commission postpone and and all decisions relating to the transfer of certificate from Harbor Hills Utilities, LP., to Aqua Utilities Florida, Inc.

We would also request that the Public Service Commission do a thorough investigation of Aqua Utlities Florida, Inc's past and present operations and business practices in the State of Florida.

Sincerely,

William and Suzette Reitmeier

Cc: Ann Cole

H. Marlene O'Toole

D. Alan Hays

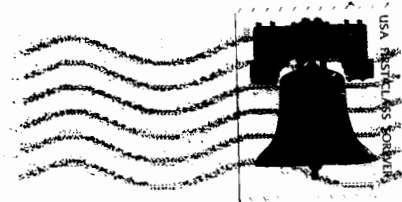
D.Bruce May, Jr.

SUBJECT: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL

William Reitmeier
38920 Harborwoods Pl.
Lady Lake, FL 32159

JACKSONVILLE FL 322

26 MAR 2011 PM 6 L



RECEIVED

MAR 28 2011

Florida Public Service Commission
Division of RCA

Florida Public Commission
Office of Commissioners
3540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

32399+7019



RECEIVED PSC

11 MAR 29 AM 9:17

5910 Spinnaker Loop
Lady Lake, Florida 32159
March 25, 2011

COMMISSION
CLERK

Ms Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		

Dear Ms Cole,

I recently became aware, January 2011, that the water and wastewater systems, Harbor Hills Utilities, LP located in the Harbor Hills Neighborhood is in the process of being sold to Aqua Utilities Florida Inc. (AUF).

I understand that these negotiations have been on going for some time, a couple of years. The neighborhood was only recently made aware of the pending sale to AUF through the required PSC notice.

The quality of our water is of the up most importance along with service and reasonable fees paid. I along with many others in the Neighborhood oppose this transfer for the following reasons.

- This transfer is not in the public interest

- The reputation and performance of AUF is highly questionable based on the of past records and experience in Florida and other states. I asking that the PSC do a very thorough investigation on the past and present operations of AUF in the State of Florida prior to permitting the transfer of Harbor Hills Utilities to AUF.

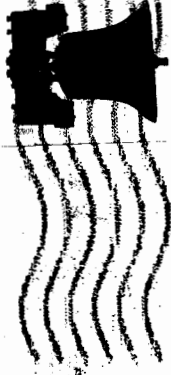
- I question if the documents provided for the Wastewater Rates were accurate.

I believe more time needs to be allowed to fully investigate this proposed transfer to be sure the information provided by AUF is accurate and the transfer is in the best interest of the Neighborhood.

Sincerely,


Donald Page

USA FIRST CLASS PERMIT



JACKSONVILLE FL 322
25 MAR 2011 PM 5 1

Mr. Donald J. Page
5910 Spinnaker Loop
Lady Lake, FL 32159

Ms ANN Cole
Comm. Clerk
Florida - PSC
2540 Shumard Oak Blvd.



32339+0850

SUBJECT: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL

11 MAR 29 AM 7:24

From: Ronald C. and Hiroko Snare
Harbor Hills
39546 Crest Court
Lady Lake, FL 32159-5930

Date: March 25, 2011

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 01002-11
DISTRIBUTION:

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

11 MAR 29 AM 9:17
COMMISSION CLERK
FPSC

Dear Ms. Cole:

We have learned in the past several weeks that the water (and wastewater) systems of the Harbor Hills Utilities, LP are in the process of being sold to Aqua Utilities Florida, Inc (AUF).

While these negotiations were underway for the better part of nearly two years, Harbor Hills residents were unaware of this proposed sale, and only learned of it in recent weeks when other residents of Harbor Hills circulated a copy of the required PSC notice. Our Harbor Hills Homeowners Association, dominated by the Developer, did not inform us that Harbor Hills Utilities, LP was for sale OR provide any opportunity to the Harbor Hills residents to either purchase the Harbor Hills Utilities, LP or find alternative buyers.

Regardless of Florida's Sunshine Laws concerning matters of public interest, the plans and discussions to sell Harbor Hills Utilities, LP were conducted behind closed doors.

It is the right of every citizen of Lake County and Florida to be provided water that is uncontaminated by harmful chemicals, bacteria, virus, etc. according to Environmental Protection Agency standards at a reasonable cost that generally is on a nonprofit basis that includes the operation and maintenance of the water system and does NOT include inflated water rates of publically owned corporations to pay shareholder dividends and executive bonuses as rewards for inflated dividends and rising stock prices.

Water utilities are a unique public service provider. Unlike other utilities such as electric and telecommunications, we ingest water into our bodies. If water utility customer service is substandard, we, the customers, suffer poor health, illness, and perhaps even death. Water is

essential to survive and vital to our health. Water is essential to the quality of daily life in Harbor Hills. We oppose this transfer for the following specific reasons:

- The transfer of the water system to AUF is not in the public interest. We are aware of business interviews with AUF's parent company executives in which the takeover of water utilities in the southeast, including Florida, is defined as a lucrative "goldmine" business because of frequent drought conditions and the ease of influencing PSC's to allow significant water rate increases that ignore poor customer service records and far exceed the costs of providing uncontaminated water.
- Conservation of water is not a priority of public water utilities because of the shareholder demands to constantly increase revenues and lower costs. Lower costs equates to poor to nonexistent customer service (evidence is the record number of customer complaints). When customers conserve and reduce their water usage, increased revenues is achieved by raising rates. Conservation thus is punitive by raising water rates. Increased water rates and minimal customer service equates to increased profits to boost corporate financial performance, shareholder dividends and executive bonuses. Thus customers, babies and children included, drink inferior, dangerous water and pay outrageous water rates. This is not in the public interest.
- We question whether the proposed wastewater service documentation is accurate. In Harbor Hills only about 60 residents and the country club clubhouse are connected to the wastewater system. ALL other Harbor Hills residents have septic systems and are NOT connected to the wastewater system. It is essential that conditions defined in the certificates of the wastewater facility and the potable water utility specifically and clearly state that potable water rates will NOT subsidize the wastewater facility.
- The Notice which was provided to the residents was untimely, inaccurate and unclear. The Harbor Hills residents have NOT been given any opportunity to find alternative ways to acquire Harbor Hills Utilities, LP from the Developer.
- We believe the reputation and performance record of AUF is highly questionable based on the facts of experience in Florida. We request that the Public Service Commission do a thorough investigation on past and present operations in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to them.
- We believe that the Public Service Commission should provide an opportunity for Harbor Hills residents to make alternative proposals to acquire the Harbor Hills Utilities, LP.

Sincerely,

Ronald C. Snare Hiroko Snare

Ronald C. and Hiroko Snare

Ronald C. and Hiroko Snare
Harbor Hills
39546 Crest Court
Lady Lake, FL 32159-5930

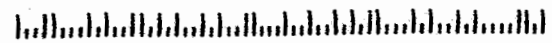
JACKSONVILLE FL 322

25 MAR 2011 PM 5 1



Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

32399+0850



RECEIVED FPSC

11 MAR 29 AM 9:17

COMMISSION
CLERK

March 26, 2011

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. <u>01002-11</u>		
DISTRIBUTION: _____		

REGISTRATION CENTER
11 MAR 29 AM 7:25

Ms. Ann Cole
Commission Clerk Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Fl. 32399-0850

Cc: D. Bruce May, Jr.
Holland & Knight
315 South Calhoun Street Suite 600
Tallahassee, Fl. 32301

Office of Governor
Rich Scott
State of Florida
The Capitol
400 S. Monroe St.
Tallahassee, Fl. 32399-0001
Phone 850-488-4441

SUBJECT:: Docket No. 1100019-WS-Aqua Utilities Florida, Inc's Application for Approval Transfer of Harbor Hills Utilities L.P's Water System to Aqua Utilities Florida Inc. and Amendment of Certificate of Lake County, Fl. and Aqua Utilities Florida, Inc's Application for Original Certificate for an existing Wastewater System, Request for initial Rates and Charges, and Amendment of Certificate of Lake County. Fl.

Dear Ms. Cole:

We have been advised that the water (and waste water) systems of Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF).

While these negotiations were underway for the better part of two years, we were unaware of this proposed sale, and only learned of it in a letter January 2011 dated January 2010 through required PSC notice.

Not only because water is vital to our health, but also to our quality of life here at Harbor Hills, we have opposed this transfer for the following reasons:

The transfer of the water is not in the public interest.

We question whether the proposed wastewater service documentation is accurate.

The notice which was provided to the residents was inaccurate and unclear.

We have had previous experience with Aqua on property we own in Fruitland Park and found them to be discourteous and unyielding in our business discussions regarding service and rates.

We also oppose HR 223 allowing Aqua to arbitrarily raise rates and add an 8% surcharge on top of our water bill.

We believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. We request that the Public Service Commission do a thorough investigation on past and present operations in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to them.

Respectfully,

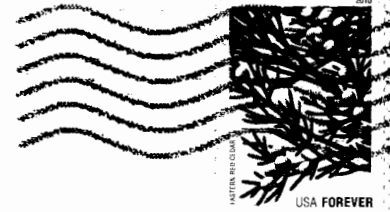


Terry & Madalyn Martin

 **Terry O. Martin**
39150 Harbor Hills Blvd.
Lady Lake, FL 32159-5931

JACKSONVILLE FL 322

26 MAR 2011 PM 3 T



*Mrs Ann Cole
Commission Clerk,
Florida Public Service Commission
2540 Sherman Oak Blvd.
Tallahassee, Fl 32399-0850*

32399+0850



RECEIVED: FPSC

11 MAR 29 AM 9:16

COMMISSION
CLERK



FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		

David M. Elle
6008 Landings Blvd.
Harbor Hills
Lady Lake Fl., 32159

March 26, 2011

Florida Public Services Commission;

I want to strongly protest the transfer of the of the Harbor Hills Utilities potable and waste water certificate to Aqua Utilities Florida.

My reasons are: The prior reputation for poor service.

History of unwarrented price increases.

Lack of customer confidence.

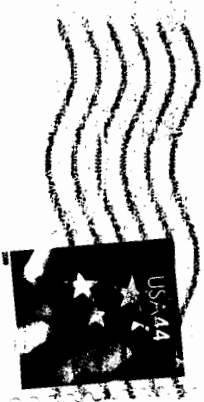
As homeowners we were never informed of this transfer until it was a "done deal". We the home owners have contacted a number of current customers of Aqua Utilities and have heard nothing but horror storys about price increases and poor quality with no customer support. We have also seen the television investigative reports that bear out these stories. If this company, Aqua Utilities has such a bad reputation, I find it impossiable to believe that you as a commission serving us, the public, would add our 500+ homes to their list of unhappy Florida tax paying residents.

Sincerely

6008 Handlings
Habit Take FD.
32/159

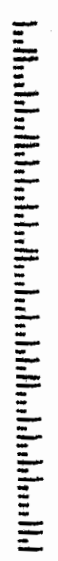
JACKSONVILLE FL 322

25 MAR 2011 PM 5 1



Ms. Ann Cole
Commissioner Clerk
Florida Public Service Comm.
2540 Shumard Oak Blvd.
Tallahassee, Fla. 32399-0850

32399+0850



1

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 101002-11
DISTRIBUTION: _____



S W. Spencer
6042 Landings Blvd.
Harbor Hills
Lady Lake Fl., 32159

RECEIVED-FPSC

11 MAR 29 AM 9:16

COMMISSION
CLERK

March 26, 2011

Florida Public Services Commission;

I want to strongly protest the transfer of the of the Harbor Hills Utilities potable and waste water certificate to Aqua Utilities Florida.

My reasons are: The prior reputation for poor service.

History of unwarrented price increases.

Lack of customer confidence.

As homeowners we were never informed of this transfer until it was a "done deal". We the home owners have contacted a number of current customers of Aqua Utilities and have heard nothing but horror storys about price increases and poor quality with no customer support. We have also seen the television investigative reports that bear out these stories. If this company, Aqua Utilities has such a bad reputation, I find it impossiable to believe that you as a commission serving us, the public, would add our 500+ homes to their list of unhappy Florida tax paying residents.

Sincerely

Adrienne A. Spencer
S. William Spencer

cc: D. Bruce May Jr.

Adrienne Spencer
6042 Landings Blvd.
Lady Lake, FL 32159-5938

JACKSONVILLE FL 322

25 MAR 2011 PM 5 1



Ms. Ann Cole - Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, Florida 32399-0850

32399+0850



FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 01002-11
DISTRIBUTION: _____

March 25, 2011

RECEIVED FPSC
11 MAR 29 AM 9:16

Mr. and Mrs. Thomas Lucas
5203 Grove Manor
Lady Lake, FL 32159

COMMISSION
CLERK

RECEIVED
11 MAR 29 PM 7:27

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

Subject: Docket No. 110019-WS-Aqua Utilities Florida, Inc. Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL and application by Aqua Utilities Florida, Inc. for original certificate for an existing Waste Water System, request for initial rates and charges and amendment of certificate in Lake County.

Dear Ms. Cole,

I have been advised that the water (and waste water) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities of Florida, Inc (AUF).

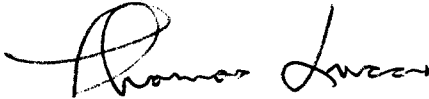
Since these negotiations were underway for the better part of two years, we were unaware of this proposed sale until January of 2011 when we received the required PSC notice long after the fact.

Because water is a vital necessity, and greatly affects the quality of life for its consumers we oppose this transfer for the following reasons:

- The transfer of the water system is not in the best interest of the public.
- The service documentation is questionable, if at all accurate.
- The notice received by the residents was inaccurate and unclear.

We believe reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other states. We request that The Public Service Commission do a thorough investigation of past and present operations in the state of Florida prior to transferring the Harbor Hills Utilities, LP certificate to AUF.

Sincerely,

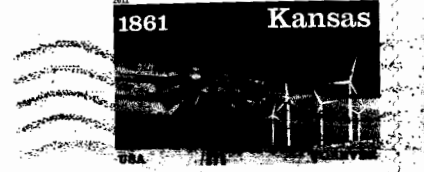


CC: Bruce May Jr.
Holland & Knight
315 South Calhoun Street, Suite 600
Tallahassee, FL 32301

Tom Lucas
5203 Grove Manor
Lady Lake, FL 32159

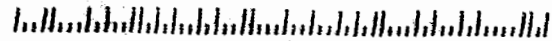
LADY LAKE FL 32159

25 MAR 2011 PM 4:17



Ms. Ann Cloe
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

32399-0850



FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		

RECEIVED-FPSC

11 MAR 29 AM 9:15

COMMISSION
CLERK

REGISTRATION CENTER
11 MAR 29 AM 7:28

Florida Public Commission
Office of Commissioners
2540 Shumard Oak Bullevard
Tallahassee, Florida 32399-0850

March 25, 2011

Objection to Aqu Utilities/Harbor Hills Application

Dear Honorable Commissioners

My wife and I are home owners of Harbor Hills, Lake County. We were recently notified that the water and waste water systems of Harbor Hills Utilities, LP are in the process of being sold to Aqua Utilities Florids, Inc.

We have concerns that the sale's will have a negative impact on the quality of our water and lifestyle. We strongly Oppose this transfer. We understand that the sale is contingent upon AUF receiving approval from the Florida Public Service Commission.

Attached I have listed a few of the reasons for our objection.

The transfer of the water and waste water system to AUF is not in the best interest of the public interest.

The notices that were provided to the residents were inaccurate, unclear and undated.

Aqua Utilities Florida Inc. has a very poor track record throughout the state.

Aqua Utilities Florida Inc. is responsible for a hugh number of complaints received by your office.

Aqua Utilities Florida Inc, has a history of seeking, and getting, frequent and unsubstantiated rate increases to expand and enhance product and service WITHOUT doing so.

It is our believe that the reputation and performance of AUF is questionable based on the facts of past experience, not only in Florida, but many other states.

We request that the Public Service Commission postpone and and all decisions relating to the transfer of certificate from Harbor Hills Utilities, LP., to Aqua Utilities Florida, Inc.

We would also request that the Public Service Commission do a thorough investigation of Aqua Utilities Florida, Inc's past and present operations and business practices in the State of Florida.

Sincerely,

William and Suzette Reitmeier

Cc: Ann Cole

H. Marlene O'Toole

D. Alan Hays

D.Bruce May, Jr.

SUBJECT: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL

USA FIRST-CLASS FOREVER

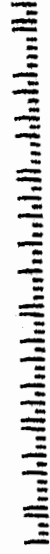


JACKSONVILLE FL 322

25 MAR 2011 PM 4 L

William Reitmeier
38920 Harborwoods Pl
Lady Lake, FL 32159

Ms Ann Cole
Commission Clerk, Fl Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, Fl. 32399-0850



32399+0850



Mr. Timothy Moulton
5526 Spinnaker Loop
Lady Lake, FL 32159-6030



Dear *Ann Cole*

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF).

While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission do a thorough investigation on past and present operations in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to them.

11 MAR 29 AM 9:15
COMMISSION
CLERK
FLORIDA PSC

FPSC, CLK - CORRESPONDENCE

Administrative Parties Consumer

DOCUMENT NO. *01002-11*

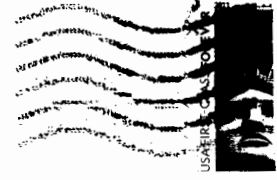
DISTRIBUTION: _____

*James & Timothy Moulton 2 properties
Lot #1 + 2
Spinnaker Loop*

USA Mr. Timothy Moulton
5526 Spinnaker Loop
Lady Lake, FL 32159-6030

JACKSONVILLE FL 322

28 MAR 2011 PM 5 T



*Ms. Ann Cole
Commissioner
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Fl 32399-0850*

32399+0850



To: Office of Commissions Clerk, Florida Public Service Commission
March 28, 2011

RECEIVED FPSC

11 MAR 29 AM 9:15

COMMISSION
CLERK

ROBERT V. NICHOLSON
MARGARET D. NICHOSON
6201 Topsail Rd.
Lady Lake, Fl. 32159
352 787 1232

from: Nicholson
CENTRAL JUDICIAL CENTER
11 MAR 29 AM 7:28

March 28, 2011

Office of Commissions Clerk
2540 Shumard Oak Boulevard
Tallahassee, Fl. 32399-0850


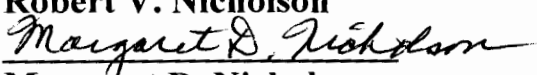
Re: Notice of Application for Approval of Transfer and Application of Transfer of
Water Certificate, Approval of Transfer and Application for Original Certificate
for an Existing Wastewater System Requesting Initial Rates and Charges
Harbor Hills Utility, LP in Lake County Florida to Aqua Utilities Florida, Inc.,

Gentlemen:

The undersigned hereby request and petition that they be recognized as parties to any
hearings, evidentiary proceedings and any other actions with respect to the above
application, and be timely notified of any such events. Further, the undersigned petition
for evidentiary hearings with respect to the above cited applications.

Respectfully signed as rate-payers and consumers served by the above subject Utility.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		


Robert V. Nicholson

Margaret D. Nicholson

ROBERT V. NICHOLSON
MARGARET D. NICHOLSON
6201 Topsail Rd.
Lady Lake, Fl. 32159



1000

32399

U.S. POSTAGE
PAID
LADY LAKE, FL
32159
MAR 26, 11
AMOUNT

\$0.44
00017337-22

*Office of Commissions Clerk
2540 Shumard Oak Boulevard
Tallahassee, Fl. 32399-0850*

32399+0850



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

March 23, 2011

RECEIVED FPSC
11 MAR 29 AM 9:14

COMMISSION
CLERK

Re: Docket #110019-WS-Aqua Utilities Florida, Inc.'s (Aqua) application for approval of the transfer of Harbor Hills Utilities, LP's water system to Aqua.

Attn: Art Graham, Chairman

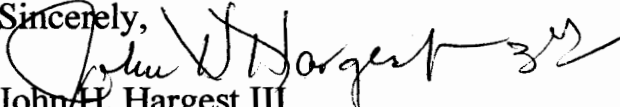
I am a resident of the Harbor Hills community located in Lady Lake, Florida. Aqua Utilities Florida, Inc (Aqua) has made application for approval to transfer the Harbor Hills Utility, LP to Aqua. I encourage the Commission to deny this transfer as it is not in the public interest.

As I am sure the Commission is aware, Aqua does not enjoy a good reputation among its customer base in Florida. There are numerous complaints by communities and individuals of poor water quality, inferior service and unaffordable rates. Hopefully, the PSC is currently investigating Aqua's operations in our state.

Although this pending transfer has been in the works for almost two years, residents of Harbor Hills were not informed until January 2011, when we received a notice from Aqua. The developer (Michael Rich), who is also the president of the Harbor Hills HOA, intentionally kept residents out of the loop regarding the proposed sale of the utility company to Aqua. At a meeting of about 500 residents on March 22, 2011, homeowners, by show of hands, expressed their unanimous support to request the assistance of the Office of Public Counsel to identify other options and possible alternatives.

I am requesting the Commission to rule in the best interests of the homeowners in our community by denying the transfer of water certificates from Harbor Hills Utility to Aqua Utilities Florida, Inc.

Thank you for your consideration.

Sincerely,

John H. Hargest III
39407 Harbor Hills Blvd

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 010102-11		
DISTRIBUTION: _____		

Lady Lake, FL 32159

CC: The Honorable Alan Hayes, State Senator
The Honorable Marlene O'Toole, House Representative
D. Bruce May, Jr., Holland & Knight



DANA TONGA BEACH
FL 32122
APR 2011 PM

Ms. Ann Cole

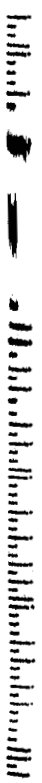
Commissioner Clerk

Florida Public Service Commissioner

2540 Shumard ~~Blvd~~ Bld.

Tallahassee, FL 32399-0850

323990850



FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 01006-11
DISTRIBUTION: _____

RECEIVED-FPSC

11 MAR 29 AM 9:13
6050 Landings Blvd
Lady Lake, FL 32159

Mar. 25, 2011
COMMISSION
CLERK

Dear Ms Cole,

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Florida, Inc (AUF).

While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in Jan. 2011 through required PSC notice.

Not only is water vital to our life and health it is also important to our quality of life here in Harbor Hills. We oppose the transfer of Harbor Hills Utilities to Aqua Utilities Florida.

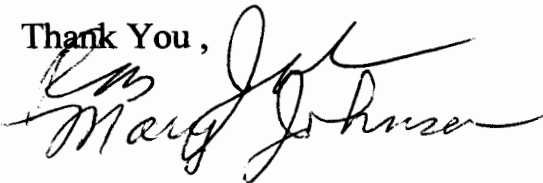
This transfer of the water system to AUF is not in the public interest of Harbor Hills.

I question whether the proposed wastewater service documentation is not accurate

The Notice that was provided to the Harbor Hills residents was inaccurate and unclear.

I believe that the reputation and performance record of AUF is highly questionable based on past experience in FL and other states. I request that the Public Service Commission do a thorough investigation on AUF past and present operations in the State of Florida, on behalf of the residents of Harbor Hills, prior to transferring Harbor Hills Utilities to AUF.

Thank You ,

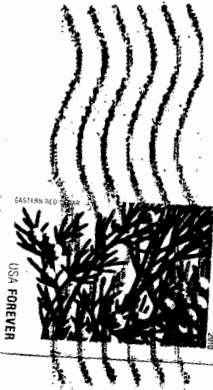


Ray and Mary Johnson
Residents of Harbor Hills Community

SUBJECT: Docket NO. 110019-WS – Aqua Utilities FL.,Inc's Application for approval of Transfer of Harbor Hills Utilities Water System to Aqua Utilities Florida Inc and Amendment of Certificate in Lake County FL. And Aqua Utilities Florida, Inc's Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges; and Amendment of certificate in Lake County, FL

Ray and Mary Johnson
6050 Landings Blvd
Lady Lake, FL 32159

DAYTONA BEACH
FL 32117
25 MAR 2011 PM



Ms Ann Cole
Commission Clerk
Florida Public Service Commission
3540 Shumard Oak Blvd.

32339-0850
32339-0850
71 32399-0850

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. <u>01003-11</u>		
DISTRIBUTION: _____		

RECEIVED - FPSC

March 23, 2011

11 MAR 29 AM 9:13

COMMISSION
CLERK

Leroy A. Packard
39425 Harbor Hills Blvd
Lady Lake, Fl. 32159-5910
Ph. - 352 259 1599

Ms Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Fl. 32399-0850

Re. PSC, Docket #110019 WS

Dear Ms Cole:

I have just learned that Harbor Hills Utilities, LP, our water supplier, has been sold to Aqua Utilities Florida, Inc.. I understand negotiations for this sale has been underway for almost 2 years, I was alerted to this upon receipt of the required PSC notice on January 11, 2011, I also found this notice confusing and unclear. Water is vital to all of us, the Quality and Affordability is of utmost importance, Aqua Utilities Florida, Inc and all of it's affiliates, do have a reputation for either. I do not believe that this sale is in the best interest of the public. Therefore I am requesting your assistance in blocking the transfer of the Certificate from transferring from Harbor Hills Utilities, LP to Aqua Utilities, Inc. , thus giving us time to investigate a better solution, that would not jeopardize the Quality and Affordability of our water to suggest to Harbor Hills Utilities, LP that would.

Sincerely,



Leroy A. Packard

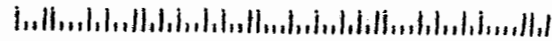
Cc - Holland & Knight
315 South Calhoun St.
Tallahassee, Fl. 32301

Leroy A. Packard
39424 Harbor Hills Blvd.
Lady Lake, Fl. 32159-5910



Ms Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Fl. 32399-0850

323990850 0001



FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 01008-11
DISTRIBUTION: _____

March 24, 2011

RECEIVED FPSC

11 MAR 29 AM 9:12

Mr. Art Graham, Chair
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399

COMMISSION
CLERK

11 MAR 29 AM 7:30
REGISTRATION CENTER

Dear Mr. Graham,

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF).

While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through an undated required PSC notice.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, I strongly oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notices which were provided to the residents were inaccurate, unclear and undated.
- Aqua Utilities Florida, Inc., has a substantially poor track record throughout the state
- Aqua Utilities Florida, Inc., accounts for a disproportionate number of complaints to your own office
- Aqua Utilities Florida, Inc., has a history of seeking, and getting, frequent and unsubstantiated rate increases purportedly to expand and enhance product and service WITHOUT subsequently doing so
- Aqua Utilities Florida, Inc., has a history of providing *technically* potable water of far less than *desirable* quality
- Aqua Utilities Florida, Inc., has a history of profiteering at the expense of its customer base
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States.

I request that the Public Service Commission postpone any and all decisions relating to the transfer of certificate from Harbor Hills Utilities, LP., to Aqua Utilities Florida, Inc.

I further request that the Public Service Commission do a thorough investigation of Aqua Utilities Florida, Inc's past and present operations and business practices in the State of Florida prior to considering the transfer of the Harbor Hills Utilities, LP certificate to Aqua Utilities Florida, Inc.

I await your prompt reply.

Sincerely,



Ellen B Wilcox

Cc: Ann Cole

H. Marlene O'Toole

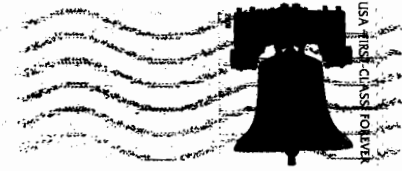
D. Alan Hays

D. Bruce May, Jr.

SUBJECT: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL

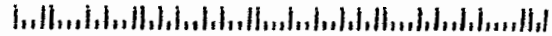
Ellen B Wilcox
5500 Citation Court
Lady Lake, FL 32159-6023

DAYTONA BEACH
FL 32122
25 MAR 2011 PM



Ms Ann Cole, CommissionClerk
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

323990850



FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01000-11		
DISTRIBUTION: _____		

RECEIVED-FPSC

11 MAR 29 AM 9:12

March 25, 2011

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission

COMMISSION
CLERK

Subject: Docket No. 110019-WS Aqua Utilities Florida, Inc Application For Approval of Transfer of Harbor Hills Utilities, L.P's Water System to Aqua Utilities Fl. Ect...

I'm a property owner of Harbor Hills and recently was informed, for the first time, at a meeting, which our Property Owners of Harbor Hills held, that a Company named Aqua Utilities of Florida is purchasing Harbor Hills Utilities. This transaction has been taken place for the past two years. There was not notice to any of the residents of Harbor Hills until the past month or so. As you know, water is the most important commodity we have. All life depends upon it. It Cannot be in the best interest of our community not to be made aware of this transaction. With Aqua Utilities undesirable track record in this state and others, our community is deeply concerned about the future of the quality of water and the high prices that would be imposed on our community. The notices, which were provided, were highly inaccurate and unclear, no less leaving any doubt in the minds of Harbor Hills Residents that that the transfer of the water system to AUF is not in the public interest. Again I repeat, while the negotiations were under way for the past two years, the residents of this community only heard about this in January of 2011 through a PSC notice which we had thirty days to respond yet the sale already took place.

PLEASE reconsider this. This is a two way street. We need your help and you need our vote. You can depend on us. Can we depend on you? The reputation of AUF is highly questionable based on the facts of past experience in Florida. Harbor Hills residents request only that the Public Service Commission do a through investigation on past and present practices of this Company (AUF).

Sincerely,



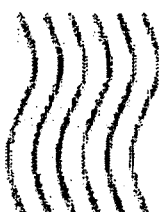
Ronald J. Crima, Resident and Property Owner of Harbor Hills
5233 Grove Mnr.
Lady Lake, Fl. 32159

Quinn
5233 Grove Manor
Ft. Lauderdale, FL
32159

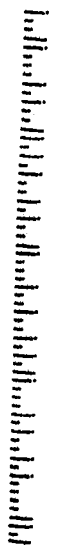
Mrs. Ann Cole
Commissioner Clerk
3540 Steward Oak Blvd.
Jacksonville, FL

32399-0850

DAYTONA BEACH
FL 32117
25 MAR 2011 PM



923990850



RECEIVED-FPSC

11 MAR 29 AM 9:07

COMMISSION
CLERK

11 MAR 29 AM 11:07
Mary & Richard Rio
39621 Harbor Hills Blvd.
Lady Lake, FL 32158
March 25, 2011

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. <u>01000-11</u>		
DISTRIBUTION: _____		

Subject: Docket No.-WS-Aqua Utilities, Inc's Application
For Approval of Transfer of Harbor Hills Utilities, L.P.'s Water
System of Aqua Utilities Florida, Inc. and Amendment of
Certificate in Lake County, FL, and Aqua Utilities Florida, Inc's
Application for Original Certificate for an Existing Wastewater
System, Request for Initial Rates and Charges, and Amendment of
Certificate in Lake County, FL

Dear Ms Cole,

I have been advised that the water (and wastewater) system if the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc. (AUF).

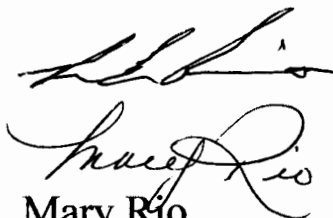
While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.

- The Notice which was proposed to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experiences in Florida and other States. I request that the Public Service Commission do a through investigation on past and present operations in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to them.

Sincerely,



Mary Rio
Richard Rio

CC
D. Bruce May, Jr.
Holland & Knight
315 South Calhoun Street, Suite 600
Tallahassee, Fl 32301



Ms. Mary Rio
39621 Harbor Hills Blvd
Lady Lake, FL 32159-5907

DAYTONA BEACH
FL 321 21
25 MAR 2011 PM



USA
FIRST CLASS
FOREVER

Mrs. Ann Cole
Commission Clerk
Florida Public Service Commission
3540 Burnside Oak Blvd.
~~3300 Lakeside~~ Ft. Lauderdale, FL 33309

RECEIVED FPSC

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

11 MAR 29 AM 9:07

COMMISSION
CLERK

Richard & Roberta L. Koenig
6233 Topsail Rd.
Lady Lake,
Florida, 32159
March 25, 2011

SUBJECT: Docket No. 110019-WS-Aqua Utilities Florida Inc's Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water system to Aqua Utilities, Florida, Inc. And Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc's Application for Original Certificate for an existing wastewater System, Request for Initial Rates and charges, and Amendment of Certificate in Lake County, FL.

Carbon Copy also to
D. Bruce May, Jr.
Holland & Knight
315 South Calhoun Street, Suite 600
Tallahassee Fl. 32301

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		

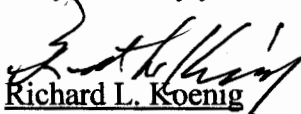
Dear Madam and Sir,

We are writing to alert you to the recent activity of Aqua Utilities Florida in attempting to take over the water and waste facility here at Harbor Hills. We have had no experience with Aqua, but have 13 years experience with the water management at Harbor Hills, with which we have no complaint. We are seriously concerned about this take over because it includes the waste water sewage management as well.

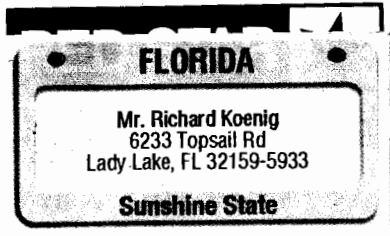
Harbor Hills has managed our waste water sewage facility very well and We ask that those same standards be applied to Aqua, should they succeed in their quest. This is critical to being able to maintain the pleasant environment that we enjoy. Our home is adjacent to the water-waste disposal equipment which has always been managed in a successful manner. This standard must remain and apply to Aqua as a legally binding "standard", should they succeed in their take over.

As a part of the Florida Public Service Commission we beseech you to review the application with we the Public in mind. All we can do now, is hope you will seriously consider if this is the "right thing to do" and if the company in question has a consumer "Public" interest as well as it's monetary ambition.

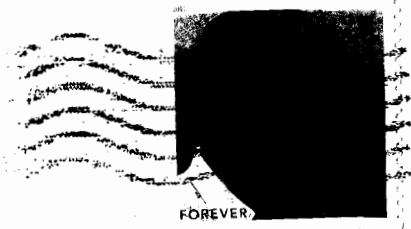
Very seriously yours,


Richard L. Koenig


Roberta L. Koenig



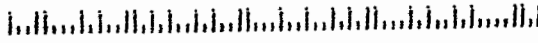
DAYTONA BEACH
FL 321 2 L
25 MAR 2011 PM

A rectangular postmark stamp with a wavy cancellation line on the left. The text is arranged in three lines: "DAYTONA BEACH", "FL 321 2 L", and "25 MAR 2011 PM".

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
240 Shumard Oak Boulevard
Tallahassee,
Florida 32399-0850

The recipient's address is printed in a standard sans-serif font, centered on the envelope. It consists of six lines of text.

32399-0850

A numerical zip code printed in a standard sans-serif font.

State of Florida



110019-WS

Public Service Commission

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

RECEIVED
11 MAR 30 PM 3:45

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

COMMISSION
CLERK

DATE: March 29, 2011

TO: Ann Cole, Commission Clerk, Office of Commission Clerk

FROM: Katherine E. Fleming, Assistant to Commissioner Brown *KEF*

RE: Docket No. 110019-WS – Aqua Utilities Florida, Inc.'s application for original certificate for an existing wastewater system, request for initial rates and charges for Harbor Hills Utilities, L.P.'s wastewater system, amendment of wastewater Certificate No. 120-S, in Lake County, to include Harbor Hills Utilities, L.P.'s wastewater service area; and application for approval of transfer of Harbor Hills Utilities, L.P.'s water system to Aqua Utilities Florida, Inc., amendment of Aqua Utilities Florida, Inc.'s water Certificate No. 106-W, in Lake County, to include the Harbor Hills Utilities, L.P.'s water service territory, and cancellation of Harbor Hills Utilities, L.P.'s water Certificate No. 522-W.

Please place the attached document in Docket Correspondence - Consumers and their Representatives, in Docket No. 110019-WS.

Thank you.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

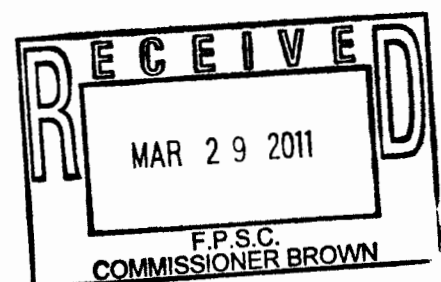
6120 Topsail Rd.
Lady Lake, FL 32159
March 23, 2011

Commissioner Julie Imanuel Brown
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Commissioner Brown,

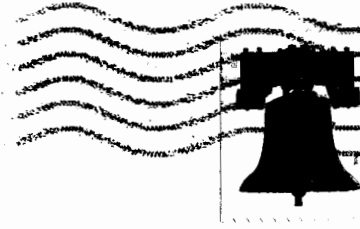
We are writing to urge the Public Service Commission (PSC) to deny AQUA Utilities Florida, Inc.'s application for a transfer of the waste-water certificate from Harbor Hills Utilities pursuant to Docket No. 110019-WS, as it is not in the best interest of the public and, in particular, your constituents. Despite AQUA's assertions in its application, *"The proposed acquisition would place the water and wastewater operations of the Harbor Hills water and wastewater system in the hands of an experienced company and industry leader whose sole focus in the provision of high quality water and wastewater service at reasonable prices."* AQUA's track record is contrary to this. The horror stories of ever-increasing , excessive rates, billing nightmares, poor water quality, and inadequate service, abound throughout AQUA's service areas to include Florida. Chuluota, Seminole County is experiencing, on average, 3 times the cost for water and sewage that nearby Oviedo is paying. Seminole County is working to purchase back the system from AQUA, but has not agreed to a valuation as yet. AQUA is saying that the value is about 4 times the valuation specified by Seminole County. The residents of Harbor Hills do not want to be faced with this situation. Additionally, AQUA is responsible for the great majority of complaints to the PSC by consumers, and they have also been fined for their billing problems. We, along with my neighbors, your constituents, urge you to ensure that Aqua's request for the transfer of the certificate be denied.

Robert and Jessica Carlton
Harbor Hills Residents





MID-FLORIDA PDC
FL 32721
24 MAR 2011 PM



COMMISSIONER JULIE IMANUEL BROWN
FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BLVD.
TALLAHASSEE, FL 32399-0850

32399+0850



110019-WS

FPSC CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION:		

RECEIVED-FPSC

11 MAR 21 AM 11:31

COMMISSION
CLERK

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

March 12, 2011

Re: *Objection to Aqua Utilities/Harbor Hills Application*

Dear Honorable Commissioners:

RECEIVED

MAR 17 2011

Florida Public Service Commission
Division of SSC

The undersigned received an undated "Revised Notice..." yesterday and as an aggrieved future customer objects with particularity to the following matters relating to this notice and application:

I. The proposed wastewater rates set forth do substantially exceed those charged currently by Harbor Hills Utilities and are without a rational basis, and are supported by neither clear and convincing evidence nor a preponderance of evidence, whichever is applicable.

II. The proposed wastewater rates on their face totally ignore, and fail to advise the Commission, that the largest and dominant user of the wastewater system is a for-profit, commercial enterprise, viz., 1. clubhouse, 2. swimming pool complex, 3. locker rooms and spas, 4. restaurants, 5. golf operations, and 6. tennis facilities owned by Harbor Hills Country Club. The application should be tabled and deferred until and unless the applicant makes clear and details its proposed commercial wastewater rates and the methodology and justification for computing them, and the methodology for measuring usage by this dominant commercial customer at each of its aforementioned sites and facilities.

III. To apply the same wastewater base rate and also the proposed gallonage cap of 6,000 gallons to the Harbor Hills Country Club commercial enterprise as would be applied to a single residential home is arbitrary, capricious, irrational, unfair, and contrary to law and the public interest.

IV. The Revised Notice does not indicate if the proposed water rates are monthly or bi-monthly as is currently the case with Harbor Hills Utilities.

V. The "General Service" section appears to relate to water rates but does not say so. Assuming that it does, the proposed rates are subject to the same objections set out in I. above.

VI. The application relating to water rates should be tabled and deferred until and unless the applicant makes clear and details its proposed commercial water rates and the methodology and justification for computing them, and the methodology for measuring usage by Harbor Hills Country Club at each of its aforementioned commercial sites and facilities.

Respectfully submitted,

**Peder Hong
5400 Saddleback Ct.
Lady Lake, Florida 32159**

**Cc:
D. Bruce May, Jr.
315 South Calhoun Street
Suite 600, Tallahassee, Fl. 32301**

RECEIVED

MAR 17 2011

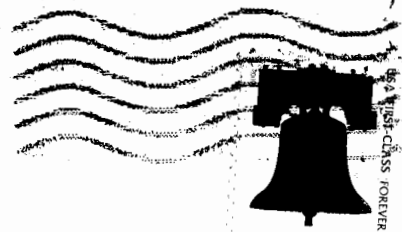
Florida Public Service Commission
Division of RCA

Mr. Peder Hong
5400 Saddleback Ct
Lady Lake, FL 32159

DAYTONA BEACH
FL 32127
14 MAR 2011 PM

COMMUNICATION CENTER

11 MAR 16 AM 7:04



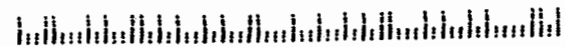
RECEIVED

MAR 17 2011

Florida Public Service Commission
Division of RCA

Florida Public Service Commission
Office of Commission Clerk
2540 Sharnard Oak Boulevard
Tallahassee Florida 32339-0850

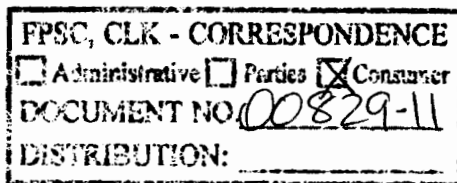
32339-0850



Diamond Williams

110019-WS

From: Diamond Williams
Sent: Tuesday, March 22, 2011 8:11 AM
To: Ruth McHargue
Cc: Dorothy Menasco; Matilda Sanders
Subject: RE: To CLK DOCKET #110019



Thank you for this information. This attachment has been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 110019-WS.

Thank you,

Diamond Williams
Comm. Deputy Clerk I
Office of Commission Clerk
Florida Public Service Commission
Email: diwillia@psc.state.fl.us
Phone: 850-413-6094

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

From: Ruth McHargue
Sent: Monday, March 21, 2011 2:47 PM
To: Diamond Williams
Cc: Dorothy Menasco; Matilda Sanders
Subject: FW: To CLK DOCKET #110019

Customer correspondence

From: Consumer Contact
Sent: Monday, March 21, 2011 10:37 AM
To: Ruth McHargue
Subject: To CLK DOCKET #110019

From: laura bernardini [mailto:lrbernardini@yahoo.com]
Sent: Friday, March 18, 2011 7:49 PM
To: Consumer Contact
Cc: Karen Setz
Subject: RE DOCKET #110019 -Aqua Utilities Florida, Inc., application for approval of transfer of Harbor Hills Utilities, LP water system to AUF, Inc

Ms. Ann Cole
Commission Clerk

3/22/2011

Florida Public Service Commission

We live in Harbor Hills at 39342 Harbor Hills Blvd., (352)259-0108) Our developer and Harbor Hills Utilities (HHU) are one and the same. Our drinking and irrigation water run through the same meter.

The following is a comparison of our present HHU rates and those proposed by Aqua Utilities Florida, Inc. (AUF)

MONTHLY RATES

AUF Proposed	HHU present	Increase	Increase %	
131.4	GENERAL SERVICE	\$19.88	\$8.59	\$11.29
378.8	RATE PER 1,000 GALS.	5.89	1.23	4.66

The purchase price of HHU is none of our business; however, its obvious that AUF intends to re-coop its investment in a short period of time or request the "moon" and hope the PSC approves a 200 to 300% rate increase.

Our objection to AUF application is simple and direct. With no changes to our present water infrastructure, how can the commission approve the application and foregoing rate increases.

We solicit your support and hope that the PSC will closely review the economic impact of the AUF's proposal.

Respectfully, George and Laura Bernardini

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 00829-11
DISTRIBUTION: _____

Craig & Deborah Bloxham RECEIVED--FPSC
39525 Grove Heights
Lady Lake, FL 32159 11 MAR 23 AM 8:44

COMMISSION
CLERK

11 MAR 23 AM 7:11
COMMUNICATION CENTER

3-16-2011

OFFICE OF COMMISSION CLERK
2540 SHUMARD OAK BLVD.
TALLAHASSEE, FL 32399-0850

TO WHOM IT MAY CONCERN,
PLEASE BE ADVISED THAT WE ARE AGAINST
THE SALE OF HARBOR HILLS UTILITIES
TO AQUA UTILITIES FOR THE FOLLOWING
REASONS:

- ① HARBOR HILLS NEGOTIATED THIS SALE IN 2009 BUT DID NOT TELL RESIDENTS UNTILL 2011 NOT GIVING US (THE CONSUMER) ANY SAY IN TRY TO DEVELOP BETTER OPTIONS.
- ② AQUA HAS A HORRID REPUTATION AS A WATER PROVIDER, FROM EVERYTHING I READ RATES WILL DRAMATICALLY INCREASE AND WATER QUALITY WILL DIMINISH.
- ③ MANY STATES ARE BANNING AQUA FROM DOING BUSINESS IN THERE STATES.
- ④ THEY ARE AN OPORTUNISTIC COMPANY THAT IS NOT IN THE PUBLICS BEST INTEREST
- ⑤ 47% OF WATER COMPLAINTS TO P.S.C PERTAIN TO AQUA WE ARE TOLD.

THANK YOU


CRAIG BLOXHAM 
DEBORAH BLOXHAM

CC: HOLLAND & KNIGHT

RECEIVED-FPSC

110019-WS

11 MAR 23 AM 8:43

COMMISSION
CLERK

11 MAR 23 AM 7:10
STATE CENTER

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. <u>01002-11</u>		
DISTRIBUTION: _____		

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

March 21, 2011

Re: REQUEST FOR ASSIGNMENT OF THE AQUAUTILITIES/HARBOR HILLS APPLICATION TO TRANSFER CERTIFICATE, ETC. TO A CONTESTED CASE HEARING BEFORE AN ADMINISTRATIVE LAW JUDGE OR SOME OTHER CONTESTED CASE PROCEDURE TO BE VENUED IN LAKE COUNTY, FLORIDA

Dear Commissioners:

The undersigned objects with particularity to the following issues relating to the above noted application and requests that the following issues be set for a contested evidentiary hearing before an administrative law judge or appropriate hearing officer or other procedure provided by Florida administrative laws, and venued in Lake County, Florida where the bulk of witnesses reside, where the utility in question is located, and where the applicant and both transferor and transferee do business.

i. Is it not true that the largest of the wastewater system users is a commercial enterprise called the Harbor Hills Country Club which has 1. a clubhouse, 2. a swimming pool complex, 3. locker rooms and spas, 4. restaurants, 5. golf operations, and 6. tennis facilities owned by Harbor Hills Country Club. Is it not true that the clubhouse also houses the developers business offices, the sales offices of a real estate broker, and a large conference facility used regularly for financial and corporate events? How does the proposal treat wastewater usage by these entities?

ii. Should the Commission require that the applicant to make clear and detail its proposed commercial wastewater rates and the justification for computing them, and should not the Harbor Hills commercial enterprises bear the largest cost of maintaining the wastewater system.?

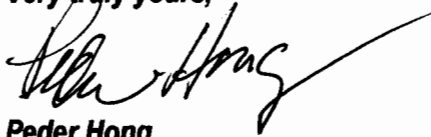
Country Club commercial enterprises, and would that not be arbitrary, capricious, irrational, unfair, and contrary to law and the public interest?

IV. Does the proposed system of water rates favor the commercial users over the residents ?

V. Should the residents of Harbor Hills be offered the opportunity to purchase the water utility on a first refusal basis ?


VI. Is the current proposal in the public interest of the community of Harbor Hills or the State of Florida.

Very truly yours,



**Peder Hong
5400 Saddleback Ct.
Lady Lake, Fl. 32159
pederhong@yahoo.com**

**Cc:
D. Bruce May, Jr.
315 South Calhoun Street
Suite 600, Tallahassee, Fl. 32301**


Mr. Peder Hong
5400 Saddleback Ct
Lady Lake, FL 32159

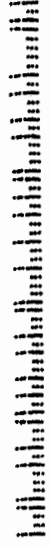
DAYTONA BEACH
FL 32111
11 MAR 2011 PM



*Florida Public Goods Commission
Office of the Commission Clerk
2540 Shumard Oak Blvd
Tallahassee, FL*

32399-0850

32399-0850



RECEIVED-FPSC

110019-WS

11 MAR 23 AM 8:43

COMMISSION
CLERK

11 MAR 23 AM 7:11
COMMUNICATION CENTER

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. <u>01002-11</u>		
DISTRIBUTION: _____		

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

March 22, 2011

Re: SUPPLEMENT TO REQUEST FOR ASSIGNMENT OF THE AQUA UTILITIES/HARBOR HILLS APPLICATION TO TRANSFER CERTIFICATE, ETC. TO A CONTESTED CASE HEARING BEFORE AN ADMINISTRATIVE LAW JUDGE OR SOME OTHER CONTESTED CASE PROCEDURE TO BE VENUED IN LAKE COUNTY, FLORIDA AND SUPPLEMENT TO OBJECTION

Dear Commissioners:

The undersigned objects with particularity to the following issues relating to the above noted application and requests that the following additional issues be considered by the commission and be set for a contested evidentiary hearing before an administrative law judge or appropriate hearing officer or other procedure provided by Florida administrative laws, and venued in Lake County, Florida where the bulk of witnesses reside, where the utility in question is located, and where the applicant and both transferor and transferee do business.

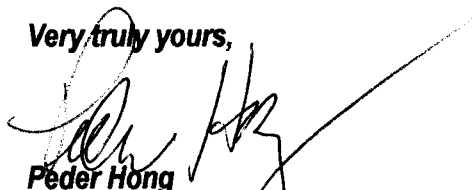
1. Does the proposed water scheme involved in this case create an unfair economic advantage to the proposed transferor water utility, and its associated entity developer , Harbor Hills Development, and the other Harbor Hills real estate entities [which, on information and belief, are all owned by the same party, namely Yale University of New Haven, Connecticut] , relative to current homeowners and the current Harbor Hills Homeowners' Association by imposing on the latter potentially very expensive Aqua water rates for the irrigation water for their home sites and common areas, while leaving the option open to the former of obtaining free lake water from Lake Griffin for their irrigation purposes relative to their common areas in their new development under construction, called Bella Vista, as well as other areas irrigated at the expense of the developer now and in the future,

and, perhaps, as well, their future platted and yet to be platted lots, and common areas, for sale in the future, or to be developed in the future, both to the south of Lake Griffin Rd. and to the north of Lake Griffin Rd. and other future development areas.?

2. In what other ways, if any, does the proposed water scheme advantage the developer as compared to current homeowners relative to irrigation as well as water service and wastewater service and is such a disparity, if it exists, fair and in the public interest?

3. In what ways and in what manner, if any, are water and wastewater services, and rates, to the developer's current properties and future properties treated differently than to current homeowners under the proposed plan before the Commission, and is such a disparity, if it exists, fair and in the public interest?


Very truly yours,



Peder Hong
5400 Saddleback Ct.
Lady Lake, Fl. 32159
pederhong@yahoo.com

Cc:

D. Bruce May, Jr.
315 South Calhoun Street
Suite 600, Tallahassee, Fl. 32301

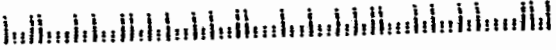
 **Mr. Peder Hong**
5400 Saddleback Ct
Lady Lake, FL 32159

DAYTONA BEACH
FL 321 1 T
21 MAR 2011 PM



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

32399+0850



RECEIVED--FPSC

11 MAR 23 AM 8:43

COMMISSION
CLERK

Alan C. Preusser
39119 Harbor Hills Blvd.
Lady Lake, FL 32159

STATE OF FLORIDA CENTER
11 MAR 23 AM 7:10

1100 19-WS

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

FPSC. CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		

March 21, 2011

Re: Objection to Aqua Utilities/Harbor Hills Application to Transfer Certificate and for Rate Increase

Dear Commissioners:

The undersigned objects with particularity to the following matters relating to the above noted application:

- I. The proposed wastewater rates fail to advise the Commission, that the largest of the wastewater system users is a commercial enterprise called the Harbor Hills Country Club which has 1. a clubhouse, 2. a swimming pool complex, 3. locker rooms and spas, 4. restaurants, 5. golf operations, and 6. tennis facilities owned by Harbor Hills Country Club. The clubhouse also houses the developer's business offices, the sales offices of a real estate broker, and a large conference facility used regularly for financial and corporate events.

The Commission should require that the applicant make clear and detail its proposed commercial wastewater rates and the justification for computing them. They should bear a large part of the costs of maintaining the wastewater system.

- II. To apply the proposed gallonage cap of 6,000 gallons to the vast Harbor Hills Country Club commercial enterprises as would be applied to a single residential home is arbitrary, capricious, irrational, unfair, and contrary to law and the public interest. The possibility that the proposed system may favor the commercial users over the residents needs to be prohibited.
- III. The application does not set out its proposal for commercial water rates. The application relating to water rates should be tabled and deferred until and unless the applicant makes clear and details its proposed commercial water rates and the methodology and justification for computing them. The

possibility that the proposed system may favor the commercial users over the residents needs to be prohibited.

- IV. The residents of Harbor Hills have not been offered the opportunity to purchase the water utility on a first refusal basis and the certificate of Harbor Hills Utility should go to the residents or the Harbor Hills Homeowner's Association on a cooperative type basis.

The current proposal is not in the public interest of the community of Harbor Hills nor the State of Florida.

Very truly yours,



Alan C. Preusser

cc: D. Bruce May, Jr.
315 South Calhoun Street, Suite 600
Tallahassee, FL 32301

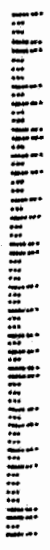
A. REUSSER
39119 HARBOUR HILLS
LADY LAKE FL 32159

DAYTONA BEACH
FL 32117
21 MAR 2011 PM



FLORIDA PUBLIC SERV. COMMISSION
OFFICE OF COMMISSION CLERK
2540 SHAWARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

32399-0850



Diamond Williams

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

110019-WS

From: Ann Cole
Sent: Wednesday, March 23, 2011 3:10 PM
To: Kathleen Stewart
Cc: Commissioners Advisors; Administrative Assistants - Commission Suite; Diamond Williams
Subject: RE: Docket No, 110019-WS

Thank you for this information, which will be placed in *Docket Correspondence -Consumers and their Representatives*, in Docket No. 110019-WS.

From: Kathleen Stewart
Sent: Wednesday, March 23, 2011 3:01 PM
To: Ann Cole
Cc: Katherine Fleming
Subject: FW: Docket No, 110019-WS
Please put in Docket 110019; thanks.
Kathleen

From: Office of Commissioner Brown
Sent: Wednesday, March 23, 2011 02:57 PM
To: Ann Cole
Cc: Katherine Fleming
Subject: FW: Docket No, 110019-WS

Ann: Please place this email with correspondence in the appropriate docket.
Thanks, Kathleen

Kathleen Stewart
Executive Assistant
Commissioner Julie I. Brown
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
850/413-6030; fax 413-6031

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

From: Carlton, Bob (ES) [mailto:robert.carlton@ngc.com]
Sent: Wednesday, March 23, 2011 1:13 PM
To: Office of Commissioner Brown
Subject: Docket No, 110019-WS

Dear Commissioner Brown,
We are writing to urge the Public Service Commission (PSC) to deny AQUA Utilities Florida, Inc.'s application for a transfer of the waste-water certificate from Harbor Hills Utilities pursuant to Docket No. 110019-WS, as it is not in the best interest of the public and, in particular, your constituents. Despite AQUA's assertions in its application, *"The proposed acquisition would place the water and wastewater operations of the Harbor Hills water and wastewater system in the hands of an experienced company and industry leader whose sole focus in the*

3/24/2011

provision of high quality water and wastewater service at reasonable prices." AQUA's track record is contrary to this. The horror stories of ever-increasing , excessive rates, billing nightmares, poor water quality, and inadequate service, abound throughout AQUA's service areas to include Florida. Chuluota, Seminole County is experiencing, on average, 3 times the cost for water and sewage that nearby Oviedo is paying. Seminole County is working to purchase back the system from AQUA, but has not agreed to a valuation as yet. AQUA is saying that the value is about 4 times the valuation specified by Seminole County. The residents of Harbor Hills do not want to be faced with this situation. Additionally, AQUA is responsible for the great majority of complaints to the PSC by consumers, and they have also been fined for their billing problems. We, along with my neighbors, your constituents, urge you to ensure that Aqua's request for the transfer of the certificate be denied.

Robert and Jessica Carlton

6120 Topsail Rd.

Lady Lake, Fl 32159

352-750-2053

Carlton1821@embarqmail.com

Diamond Williams

110019-WS

From: Ann Cole
Sent: Wednesday, March 23, 2011 3:37 PM
To: Office Of Commissioner Graham
Cc: Commissioners Advisors; Administrative Assistants - Commission Suite; Diamond Williams
Subject: RE: Docket No. 110019-WS

Thank you for this information, which will be placed in *Docket Correspondence -Consumers and their Representatives*, in Docket No. 110019-WS.

From: Betty Leland **On Behalf Of** Office Of Commissioner Graham
Sent: Wednesday, March 23, 2011 3:26 PM
To: Ann Cole
Subject: FW: Docket No. 110019-WS

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

Please add to Docket 110019.

Thanks.

From: Carlton, Bob (ES) [mailto:robert.carlton@ngc.com]
Sent: Wednesday, March 23, 2011 1:07 PM
To: Office Of Commissioner Graham
Subject: Docket No. 110019-WS

Dear Chairman Graham,

We are writing to urge the Public Service Commission (PSC) to deny AQUA Utilities Florida, Inc.'s application for a transfer of the waste-water certificate from Harbor Hills Utilities pursuant to Docket No. 110019-WS, as it is not in the best interest of the public and, in particular, your constituents. Despite AQUA's assertions in its application, *"The proposed acquisition would place the water and wastewater operations of the Harbor Hills water and wastewater system in the hands of an experienced company and industry leader whose sole focus in the provision of high quality water and wastewater service at reasonable prices."* AQUA's track record is contrary to this. The horror stories of ever-increasing, excessive rates, billing nightmares, poor water quality, and inadequate service, abound throughout AQUA's service areas to include Florida. Chuluota, Seminole County is experiencing, on average, 3 times the cost for water and sewage that nearby Oviedo is paying. Seminole County is working to purchase back the system from AQUA, but has not agreed to a valuation as yet. AQUA is saying that the value is about 4 times the valuation specified by Seminole County. The residents of Harbor Hills do not want to be faced with this situation. Additionally, AQUA is responsible for the great majority of complaints to the PSC by consumers, and they have also been fined for their billing problems. We, along with my neighbors, your constituents, urge you to ensure that Aqua's request for

3/24/2011

the transfer of the certificate be denied.

Robert and Jessica Carlton

6120 Topsail Rd.

Lady Lake, FL 32159

352-750-2053

Carlton1821@embarqmail.com

Diamond Williams

110019-WS

From: Ann Cole
Sent: Wednesday, March 23, 2011 3:37 PM
To: Office of Commissioner Balbis
Cc: Commissioners Advisors; Administrative Assistants - Commission Suite; Diamond Williams
Subject: RE: Docket No. 110019-WS

Thank you for this information, which will be placed in *Docket Correspondence -Consumers and their Representatives*, in Docket No. 110019-WS.

From: Office of Commissioner Balbis
Sent: Wednesday, March 23, 2011 3:29 PM
To: Ann Cole
Cc: Lisa Bennett
Subject: FW: Docket No. 110019-WS

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

Ann,

Please place the e-mail below in Docket Correspondence - Consumers and their Representatives, in Docket No. 110019-WS.

Thanks,

Cristina

From: Carlton, Bob (ES) [mailto:robert.carlton@ngc.com]
Sent: Wednesday, March 23, 2011 1:09 PM
To: Office of Commissioner Balbis
Subject: Docket No. 110019-WS

Dear Commissioner Balbis,

We are writing to urge the Public Service Commission (PSC) to deny AQUA Utilities Florida, Inc.'s application for a transfer of the waste-water certificate from Harbor Hills Utilities pursuant to Docket No. 110019-WS, as it is not in the best interest of the public and, in particular, your constituents. Despite AQUA's assertions in its application, *"The proposed acquisition would place the water and wastewater operations of the Harbor Hills water and wastewater system in the hands of an experienced company and industry leader whose sole focus in the provision of high quality water and wastewater service at reasonable prices."* AQUA's track record is contrary to this. The horror stories of ever-increasing, excessive rates, billing nightmares, poor water quality, and inadequate service, abound throughout AQUA's service areas to include Florida. Chuluota, Seminole County is experiencing, on average, 3 times the cost for water and sewage that nearby Oviedo is paying. Seminole County is working to purchase back the system from AQUA, but has not agreed to a valuation as yet. AQUA is saying that

3/24/2011

the value is about 4 times the valuation specified by Seminole County. The residents of Harbor Hills do not want to be faced with this situation. Additionally, AQUA is responsible for the great majority of complaints to the PSC by consumers, and they have also been fined for their billing problems. We, along with my neighbors, your constituents, urge you to ensure that Aqua's request for the transfer of the certificate be denied.

Robert and Jessica Carlton

6120 Topsail Rd.

Lady Lake, FL 32159

352-750-2053

Carlton1821@embarqmail.com

Diamond Williams

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00829-11</u>		
DISTRIBUTION: _____		

110019-WS

From: Ann Cole
Sent: Thursday, March 24, 2011 8:07 AM
To: Roberta Bass; Diamond Williams
Cc: Commissioners Advisors; Administrative Assistants - Commission Suite
Subject: FW: Docket No. 110019-WS

No problem. This information will be placed in *Docket Correspondence - Consumers and their Representatives*, in Docket No. 110019-WS.

Diamond, per Roberta's request, please remove this information from Docket No. 100330-WS. Thank you.

From: Roberta Bass
Sent: Wednesday, March 23, 2011 5:07 PM
To: Ann Cole
Subject: Re: Docket No. 110019-WS

Ann, I just noticed I placed this item in the wrong docket. It should be in Docket No. 110019-WS. Please forgive my mistake. Thank you.

Sent from Blackberry Wireless Handheld

Roberta S. Bass
 Chief Advisor to Commissioner Edgar
 2540 Shumard Oak Blvd
 Tallahassee, Florida 32399-0854

Office (850) 413-6016
 Mobile (850) 559-7291
 Email Roberta.Bass@PSC.STATE.FL.US

From: Ann Cole
Sent: Wednesday, March 23, 2011 02:13 PM
To: Office Of Commissioner Edgar
Cc: Commissioners Advisors; Administrative Assistants - Commission Suite; Diamond Williams
Subject: RE: Docket No. 110019-WS

Thanks, Roberta. This information will be placed in *Docket Correspondence - Consumers and their Representatives*, in Docket No. 100330-WS.

From: Office Of Commissioner Edgar
Sent: Wednesday, March 23, 2011 1:14 PM
To: Ann Cole
Subject: FW: Docket No. 110019-WS

Please place the following correspondence in Docket No. 100330-WS. Thank you.

Roberta

3/24/2011

Roberta S. Bass
Chief Advisor to Commissioner Edgar
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
(850) 413-6016 (Office)
(850) 413-6017 (Facsimile)
(850) 559-7291 (Mobile)
roberta.bass@psc.state.fl.us

From: Carlton, Bob (ES) [mailto:robert.carlton@ngc.com]
Sent: Wednesday, March 23, 2011 1:11 PM
To: Office Of Commissioner Edgar
Subject: Docket No. 110019-WS

Dear Commissioner Edgar,

We are writing to urge the Public Service Commission (PSC) to deny AQUA Utilities Florida, Inc.'s application for a transfer of the waste-water certificate from Harbor Hills Utilities pursuant to Docket No. 110019-WS, as it is not in the best interest of the public and, in particular, your constituents. Despite AQUA's assertions in its application, *"The proposed acquisition would place the water and wastewater operations of the Harbor Hills water and wastewater system in the hands of an experienced company and industry leader whose sole focus in the provision of high quality water and wastewater service at reasonable prices."* AQUA's track record is contrary to this. The horror stories of ever-increasing, excessive rates, billing nightmares, poor water quality, and inadequate service, abound throughout AQUA's service areas to include Florida. Chuluota, Seminole County is experiencing, on average, 3 times the cost for water and sewage that nearby Oviedo is paying. Seminole County is working to purchase back the system from AQUA, but has not agreed to a valuation as yet. AQUA is saying that the value is about 4 times the valuation specified by Seminole County. The residents of Harbor Hills do not want to be faced with this situation. Additionally, AQUA is responsible for the great majority of complaints to the PSC by consumers, and they have also been fined for their billing problems. We, along with my neighbors, your constituents, urge you to ensure that Aqua's request for the transfer of the certificate be denied.

Robert and Jessica Carlton

6120 Topsail Rd.
Lady Lake, FL 32159
352-750-2053
Carlton1821@embarqmail.com

3/24/2011

Diamond Williams

110019-WS

From: Ann Cole
Sent: Thursday, March 24, 2011 11:37 AM
To: Pamela Paultre
Cc: Commissioners Advisors; Administrative Assistants - Commission Suite; Diamond Williams
Subject: RE: Docket No. 110019-WS

No problem. This information will be placed in *Docket Correspondence - Consumers and their Representatives*, in Docket No. 110019-WS.

Diamond, per Pamela's request, please remove this information from Docket No. 080121-WS. Thank you.

From: Pamela Paultre
Sent: Thursday, March 24, 2011 11:30 AM
To: Ann Cole
Subject: FW: Docket No. 110019-WS

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

Ann,

Please remove this correspondence from docket # 080121 and place it in docket # 110019. I made an error in my original request and apologize for the inconvenience,

Thanks,

Pamela

From: Ann Cole
Sent: Wednesday, March 23, 2011 4:19 PM
To: Office of Commissioner Brisé
Cc: Commissioners Advisors; Administrative Assistants - Commission Suite; Diamond Williams
Subject: RE: Docket No. 110019-WS

Yes, CLK will place this information in *Docket Correspondence -Consumers and their Representatives*, in Docket No. 080121-WS.

From: Pamela Paultre **On Behalf Of** Office of Commissioner Brisé
Sent: Wednesday, March 23, 2011 3:47 PM
To: Ann Cole
Subject: FW: Docket No. 110019-WS
Ann,

Would you please add this correspondence to docket # 080121?
Thank you,

Pamela

From: Carlton, Bob (ES) [mailto:robert.carlton@ngc.com]
Sent: Wednesday, March 23, 2011 1:12 PM
To: Office of Commissioner Brisé
Subject: Docket No. 110019-WS

3/24/2011

Dear Commissioner Brise',

We are writing to urge the Public Service Commission (PSC) to deny AQUA Utilities Florida, Inc.'s application for a transfer of the waste-water certificate from Harbor Hills Utilities pursuant to Docket No. 110019-WS, as it is not in the best interest of the public and, in particular, your constituents. Despite AQUA's assertions in its application, *"The proposed acquisition would place the water and wastewater operations of the Harbor Hills water and wastewater system in the hands of an experienced company and industry leader whose sole focus in the provision of high quality water and wastewater service at reasonable prices."* AQUA's track record is contrary to this. The horror stories of ever-increasing , excessive rates, billing nightmares, poor water quality, and inadequate service, abound throughout AQUA's service areas to include Florida. Chuluota, Seminole County is experiencing, on average, 3 times the cost for water and sewage that nearby Oviedo is paying. Seminole County is working to purchase back the system from AQUA, but has not agreed to a valuation as yet. AQUA is saying that the value is about 4 times the valuation specified by Seminole County. The residents of Harbor Hills do not want to be faced with this situation. Additionally, AQUA is responsible for the great majority of complaints to the PSC by consumers, and they have also been fined for their billing problems. We, along with my neighbors, your constituents, urge you to ensure that Aqua's request for the transfer of the certificate be denied.

Robert and Jessica Carlton

6120 Topsail Rd.

Lady Lake, FL 32159

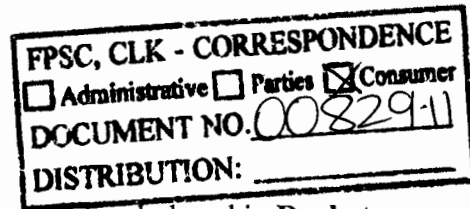
352-750-2053

Carlton1821@embargmail.com

Diamond Williams

110019-WS

From: Diamond Williams
Sent: Friday, March 25, 2011 12:14 PM
To: Ruth McHargue
Cc: Dorothy Menasco; Matilda Sanders
Subject: RE: To CLK Docket 110019



Thank you for this information. This attachment has been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 110019-WS.

Thank you,

Diamond Williams
Comm. Deputy Clerk I
Office of Commission Clerk
Florida Public Service Commission
Email: diwillia@psc.state.fl.us
Phone: 850-413-6094

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

From: Ruth McHargue
Sent: Friday, March 25, 2011 11:15 AM
To: Diamond Williams
Cc: Dorothy Menasco; Matilda Sanders
Subject: FW: To CLK Docket 110019

Customer correspondence

From: Consumer Contact
Sent: Thursday, March 24, 2011 12:38 PM
To: Ruth McHargue
Subject: To CLK Docket 110019

Copy on file, see 1000484C. DH

From: edward clark [mailto:edclark32159@gmail.com]
Sent: Thursday, March 24, 2011 10:40 AM
To: Consumer Contact
Subject: Document # 110019

Public Service Comm.: I would like to protest the proposed sale of the Harbor Hills water utility to Aqua Utilities. I believe the people who use the water should get some alternative. The state has an obligation to its residents to be sure they are protected from hidden unfair deals.

Thank You
Edward J Clark (352) 751-1107

3/25/2011

Marguerite McLean

110019-WS

From: JoAnn Chase
Sent: Thursday, March 24, 2011 10:41 AM
To: Marguerite McLean
Cc: Pat Brady
Subject: RE: 110019-WS

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 00410-11
DISTRIBUTION:

I think they should go in correspondence-interested persons. I've noticed that these type letters have been filed in both, but since they are objections, should probably be in correspondence-interested persons.

From: Marguerite McLean
Sent: Thursday, March 24, 2011 10:37 AM
To: JoAnn Chase
Cc: Pat Brady
Subject: FW: 110019-WS

Joann,
can you answer the question below ? we need to start on today's mail, but we can't until we get an answer about the attached documents.
thanks.

Marguerite H. McLean
Commission Deputy Clerk II
Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
850-413-6770

From: Marguerite McLean
Sent: Thursday, March 24, 2011 9:45 AM
To: Pat Brady
Subject: FW: 110019-WS

Hi Pat,

Please see attachment to e-mail.
There are 3 letters.

3/21/11 ltr. from Alan C. Preusser
3/21/11 & 3/22/11 ltrs from Peder Hong
M. McLean

My question is should they be document numbered, placed in correspondence-consumers, or placed in correspondence-interested persons in Docket 110019-WS ?

Thanks,

Marguerite H. McLean
Commission Deputy Clerk II

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
850-413-6770

From: Diamond Williams
Sent: Thursday, March 24, 2011 9:41 AM
To: Marguerite McLean
Subject: 110019-WS

Hey Marguerite attached is the scanned in letters that are in question.

Thank you,

Diamond Williams
Comm. Deputy Clerk I
Office of Commission Clerk
Florida Public Service Commission
Email: diwillia@psc.state.fl.us
Phone: 850-413-6094

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

Ms. Ann Cole
Office of the Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		

March 24, 2011
RECEIVED FPSC

11 MAR 28 AM 9:46

COMMISSION
CLERK

Subject: Docket No. 110019-WS-Aqua Utilities Florida, Inc.'s application for original certificate for an existing wastewater system, request for initial rates and charges for Harbor Hills Utilities, L.P.'s wastewater system, amendment of wastewater Certificate No. 120-S, in Lake County, to include Harbor Hills Utilities, L.P.'s wastewater service area; and application for approval of transfer of Harbor Hills Utilities, L.P.'s water system to Aqua Utilities Florida, Inc., amendment of Aqua Utilities Florida, Inc.'s water Certificate No. 106-W, in Lake County, to include the Harbor Hills Utilities, L.P.'s water service territory, and cancellation of Harbor Hills Utilities, L.P.'s water Certificate No. 522-W.

Dear Florida Public Service Commission,

We have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP is being sold to Aqua Utilities Florida, Inc (AUF). While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through a required PSC notice. This caused considerable confusion within our community with respect to what was happening, and what the effects may be. Because water is vital to our health and vital to our quality of life here in Harbor Hills, we oppose this transfer of our current water system to AUF and believe that the transfer is not in the public's best interest based on the following:

- 1) Current and historical information provided to our community highlighted numerous complaints filed annually, as well as over a number of years, regarding AUF services.
- 2) Numerous locally aired TV news reports have highlighted customers complaining about AUF and of their poor water quality, poor customer service, extremely high costs and rate increases.
- 3) If the transfer to AUF occurs, we believe there is a high potential of a negative effect on home sales and it will impact the numerous fixed income households within our community which is already experiencing foreclosures and delinquent association dues during this struggling economy.
- 4) Calculations reflect my personal water bill will increase by a (minimum) factor of 4 (four) through AUF, as compared to our current rates.
- 5) We believe the reputation and performance record of AUF is highly questionable not only in Florida, but in other States, such as Ohio.
- 6) We believe the notice which was provided to the residents was unclear.

Prior to the transfer of the Harbor Hills Utilities, LP to AUF, we request that the Public Service Commission do a thorough investigation of AUF's past and present operations in the State of Florida with respect to water quality, customer complaints, water and wastewater rates, and whether corrective action(s) have taken place (or a lack of action) by AUF to correct those issues. If the results of the investigation support our concerns, we ask that the PSC please act on behalf of our community's best interests and deny the transfer of the Harbor Hills Utilities, LP certificate(s) to AUF.

Sincerely,

Peter and Maria DeVogel
6051 Landings Blvd
Lady Lake, FL 32159

cc:
D. Bruce May Jr.
Holland and Knight
315 South Calhoun Street, Suite 600
Tallahassee, FL 32301

DEFOGEL
6051 LANDINGS BLVD
LADY LAKE, FL 32159

USA FIRST CLASS FOREVER

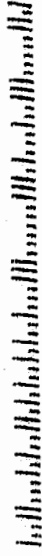


MEMPHIS, TN 38101

25 MAR 2011 PM 4 L

MS. ANN COLE
OFFICE OF THE COMMISSION CLERK
FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL 32399-0850

92399987019



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11 MAR 28 AM 9:50

COMMISSION
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11 MAR 28 AM 7:20

110019-WS

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

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DOCUMENT NO. <u>01002-11</u>		
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March 23, 2011

**Re: SECOND SUPPLEMENTAL REQUEST FOR ASSIGNMENT OF THE
AQUAUTILITIES/HARBOR HILLS APPLICATION TO TRANSFER CERTIFICATE, ETC. TO A
CONTESTED CASE HEARING BEFORE AN ADMINISTRATIVE LAW JUDGE OR SOME
OTHER CONTESTED CASE/EVIDENTIARY HEARING PROCEDURE PROVIDED BY LAW TO
BE VENUED, IF POSSIBLE AND APPROPRIATE, IN LAKE COUNTY, FLORIDA**

Dear Commissioners:

The undersigned objects with particularity and submits the following issues relating to the above noted application and requests that the following issues, and the issues the undersigned has previously filed with the Commission, be set for a contested evidentiary hearing before an administrative law judge or appropriate hearing officer or other procedure provided by Florida administrative laws and/or the procedures applying to the Commission, and venued in Lake County, Florida where the bulk of witnesses reside, where the utility in question is located, and where the applicant and both transferor and transferee do business.

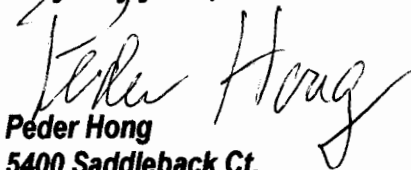
The current proposal to change the water and wastewater scheme from an underlying non-profit ownership structure to a direct profit-maximizing ownership structure is not in the public interest of the community of Harbor Hills or the State of Florida.

On information and belief, the 100% owner of the entire ownership interest in Harbor Hills Utility, is a non-profit corporation, and probably a 501 [c] [3] corporation, namely Yale University of New Haven, Connecticut.

It is not in the public interest to permit the transfer of this utility certificate to Aqua which is a profit corporation and has different purposes.

The differences are similar, or identical, to the public benefits and policy reasons arising from and attending to the salient example of the non-profit ownership of the St. Petersburg Times newspaper as set forth in the article "The History and Importance of Nonprofit Ownership", [see w.w.w. Poynter.org], which is enclosed herewith and incorporated in this objection in its entirety. For the reasons both identical and similar to those set forth in this article, it is not in the public interest and not in the interest of homeowners of Harbor Hills to permit the transfer of the utility certificate of the underlying current non-profit ownership of the utility in Yale University to the future profit-seeking ownership of the proposed transferee, Aqua.

Very truly yours,



Peder Hong
5400 Saddleback Ct.
Lady Lake, Fl. 32159
pederhong@yahoo.com

Cc:

D. Bruce May, Jr.
315 South Calhoun Street
Suite 600, Tallahassee, Fl. 32301

Poynter.

Uncategorized

The History and Importance of Nonprofit Ownership



by [Karen Dunlap](#)

Published May 14, 2004 10:38 am

Updated Mar. 2, 2011 4:39 pm

News media executives search for new economic models for media success. Normally that means building audiences for broadcast, print, and online news, but the search also takes another path. It also means ensuring survival of independent news organizations. In this case, the answers for future success might be found in models from the past. There are unusual ownership arrangements, experiments that failed, family efforts that faltered, and some ventures that survive.

In search of strong news media, owners created schools, developed community foundations, set up employee ownerships, and devised trusts as means of keeping news organizations independent and locally focused. These non-traditional approaches are found in various geographical regions, in a range of organization sizes, and among ideological opposites. Some are recent efforts that aren't fully formed. Others have lasted for decades.

The best arrangements value community responsibility, commitment to local ownership, and a passion for quality journalism. Several names emerge as leaders in preserving non-profit ownerships. Newspaper leaders include Theodore Bodenwein of the *New London (Conn.) Day*, Nelson Poynter of the *St. Petersburg (Fla.) Times*; William and Nackey Loeb of the *Manchester (N.H.) Union Leader*, and more recently, Brandy Ayers of the *Anniston (Ala.) Star*, and George McLean of the *Tupelo Northeast Mississippi Daily Journal*.

This study addresses the first of five proposals set forth by the Breaux Symposium at Louisiana State University. The proposal is: More media outlets should be operated by nonprofits and public policies should encourage and support this type of media ownership. The study looks at the organizations named and others that model non-profit ownership. It examines the individual organization's history, form of ownership, the intent of the owner, and challenges to the form of ownership. Using this analysis, the study also addresses four sets of questions raised: Is the method feasible, operable, desirable, and measurable? ...

In this excerpt, we will look at only one model, the case of the *St. Petersburg Times*.

The St. Petersburg Times

In 1938, in St. Petersburg, Fla., Nelson Poynter became general manager of his father's newspaper, the *St. Petersburg Times*. Poynter took the role after his father, mother, and sister agreed that Nelson would have the right to buy all of his father's stock.

The Poynters were from Indiana and the father, Paul Poynter, bought 10 newspapers during his life.¹ He bought the *Times* in 1912.

Nelson was a graduate of Indiana University, where he edited the student newspaper when Ernie Pyle was one of the writers. Poynter earned an economics degree from Yale University at age 23, and then went to Florida to help his father, who was in financial trouble with the *Times*. Nelson dealt with the problems and moved to buy his father's stock in the newspaper, over time, for \$100 per share.

In 1939, Poynter became editor of the newspaper. In 1947, he bought most of the stock, and became owner of the newspaper.

At that point he issued his "Standards of Ownership," that became the significant document for the owner and his newspaper. In it he valued community service, modern equipment, an above-average staff, and steps to eliminate debt and reward employees. The first provision in the standards is the one most associated with him. He wrote:

Ownership or participation in ownership of a publication or broadcast property is a sacred trust and a great privilege.²

During three decades of ownership of the *Times*, Poynter led the nation in using color graphics and photos; in strengthening the news report and winning journalism awards, including the Pulitzer Prize; in raising a strong voice in the community, although his was generally more liberal than the community's.

In 1945, he and his second wife, Henrietta, founded *Congressional Quarterly*, and Poynter made trips to Washington. He became better known nationally and raised the reputation of the *St. Petersburg Times*.

In 1978, he died of a cerebral hemorrhage shortly after taking part in the groundbreaking for the new campus of the University of South Florida, St. Petersburg. He had fought to bring the campus to his city. Upon his death, *The Times of London* described him as a man who had built "a remarkable newspaper in an unremarkable city."³

During his whole tenure of leadership at the *Times*, Nelson Poynter was at odds with his sister over ownership of the newspaper. Eleanor Poynter Jamison ran the family's newspaper in Sullivan, Indiana, but she felt her brother was depriving her of her inheritance at the *Times*.

Two months after purchasing the newspaper, to pacify his mother, Nelson Poynter sold his sister's 40 percent of the *Times* common voting stock. The sale included a provision for him to buy back the stock at a "fair price."⁴ It was a small move that had huge consequences during his life and after Poynter's death.

Poynter was adamant about not sharing ownership with family or leaving the newspaper as a family inheritance. According to his biographer, Poynter told his lawyer, "I've never met my great-grandchildren, and I might not like them."

He sought to leave his newspaper to one successor as chief executive rather than a group. By the 1950s, he considered leaving the company to a foundation. In 1969, the political climate turned against foundations and limited the percent a foundation could own of a profit-making enterprise.⁵

Poynter settled on creating a school. It would improve the state of journalism and preserve the independence of the *St. Petersburg Times*. He named the school the Modern Media Institute. In 1984, Trustees changed the name to The Poynter Institute.

Nelson had tried to buy back the stock he had sold to Eleanor. His successor, Gene Patterson, made the return of the stock a top priority, but didn't come to terms with Eleanor or with her daughters after her death in 1987.

In 1988, two weeks before Patterson turned over leadership of the *Times* to Andrew Barnes, a Texas entrepreneur called to let the *Times* leaders know that he had bought the stock of the late Eleanor Poynter Jameson from her two daughters.

There followed a two-year battle in which leaders of the *Times* and The Poynter Institute took on Robert Bass and his group, called Poynter-Jamison Ventures Limited.

By this time, the *Times* was a circulation leader in Florida, it was in a growing market, and was often regarded as one of the top newspapers in the nation. It was a prime target for purchase or corporate take-over. The Poynter Institute had developed a reputation for outstanding mid-career development programs for journalists. The battle over stock drew national attention. It focused attention on Nelson Poynter's arrangement that left a well-regarded, but small, journalism school as owner of a prosperous newspaper. When a settlement was reached, the Institute still owned the *Times*.

Andy Barnes wrote a column in December 1999 explaining the situation to readers. Here are excerpts:

As I wound up the year's work a few days ago, I signed a very big check, \$22.5 million. It was profit this newspaper publishing company has earned and set aside over the past few years, and it went to our owner, The Poynter Institute.

It was a pleasure to send the check off. A debt created nearly 10 years ago is paid. I've never burned a mortgage, but it must feel the same. Ownership is secure. It's time to turn to new challenges.

But we also savor the moment, and mark the importance of this newspaper's highly unusual ownership.

Nelson Poynter, a Hoosier who came to love St. Petersburg, owned the majority of the *St. Petersburg Times*, having bought it from his father, Paul Poynter. He created The Poynter Institute, which is a school for journalists now located on Third Street South in St. Petersburg.

The Institute had two purposes: to teach journalists, young and old, and to keep his newspaper independent and free to serve its communities. Newspaper publishing, he wrote, is a sacred trust and must always be carried out in the public's interest. Ownership by a distant corporation would make that impossible.

The problem was, he didn't own all of the stock. His sister, Eleanor Poynter Jamison, owned 200 shares. Poynter tried repeatedly to buy the shares. His successor, Eugene Patterson, tried to buy the shares from Mrs. Jamison, and after her death, from her daughters. They failed to do so.

Just as I came into this job in late 1988, we learned the stock was in the hands of a Texas financier named Robert M. Bass. He wanted somehow to parlay his stake into ownership of the whole paper and have us send him more money in the meantime.

Those of us running the paper fought back. Our loyalty was to the newspaper and its communities, and to the school, not to a financier's greater wealth. After two of the most challenging years of my life, a deal was struck that included the debt to Poynter, which was \$30-million until we paid \$7.5-million earlier this year. Now the debt is paid. The Poynter Institute owns all the stock. That stage is done.

The setup boils down to this: a profit-making, tax-paying publishing company owns the *St. Petersburg Times* and several magazines: *Florida Trend*, *Congressional Quarterly*, and *Governing*. The company's earnings after taxes go to build the business and support The Poynter Institute.

That's not how it works at most newspapers. Corporate owners in distant cities all too often lack familiarity with local people and issues. They may not even know newspapers very well. As a result, the only thing that counts to the owners is dollars, and readers suffer.

Some of the differences:

If our owner demanded profits be twice as high as they are, it would inevitably cut into our ability to hire enough people and buy enough newsprint to really tell you what is going on in our communities. We run a nicely profitable business so we can be an excellent newspaper; all too many companies print newspapers so they can make a lot of money.

The price of our paper is low. We keep it that way so all citizens can be

informed, not just the well-to-do. We believe our democracy depends on informed citizens.

Having a publishing company owned by a school raises questions of who's in charge. Poynter set it up so one person would have the command, not a committee, because he believed a committee might not make the necessary tough decisions. As CEO, I also vote the stock on behalf of The Poynter Institute. I was picked by Patterson, my predecessor, and in turn have named Paul Tash as my deputy and successor when the time comes.

I believe he would have smiled to see that the check with which we paid the \$22.5-million debt was imprinted "Barnett Bank," though the funds will actually come from the successor NationsBank, which is actually now Bank of America.

Banks have come and gone. His newspaper, and the school he created to own it, remain. Our commitment to serving the readers of Tampa Bay's communities remains undimmed.

This piece is an edited excerpt from, "A Study of Non-profit Ownership of News Media," part of "The Breaux Symposium on News in the Public Interest: A Free and Subsidized Press" by Louisiana State University's Manship School of Journalism.

FOOTNOTES

1Martin, Susan Taylor, "A Great Grudge," *St. Petersburg Times*, August 18, 1990, p. 3.

2Pierce, Robert N., "A Sacred Trust: Nelson Poynter and the St. Petersburg Times," University Press of Florida, 1993, p. 385.

3Martin, p. 12.

4Martin, p. 5.

5Pierce, p. 351.

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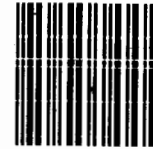
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Office of Commission Clerk
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Diamond Williams

110019-WS

From: Diamond Williams
Sent: Monday, March 28, 2011 3:06 PM
To: Ruth McHargue
Cc: Matilda Sanders; Dorothy Menasco
Subject: RE: Docket #110019

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 110019-WS.

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Thank you,

Diamond Williams
Comm. Deputy Clerk I
Office of Commission Clerk
Florida Public Service Commission
Email: diwillia@psc.state.fl.us
Phone: 850-413-6094

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

From: Ruth McHargue
Sent: Monday, March 28, 2011 11:26 AM
To: Diamond Williams
Cc: Matilda Sanders; Dorothy Menasco
Subject: FW: Docket #110019

Customer correspondence

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

From: Lynette Tenace
Sent: Monday, March 28, 2011 10:36 AM
To: Ruth McHargue
Subject: Docket #110019 to CLK

Copy on file, please see 1000869C.

Lynette Tenace
OPS Senior Clerk
SSC-Public Service Commission
P: 850-413-6131
F: 850-413-6132

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

From: Consumer Contact
Sent: Monday, March 28, 2011 10:28 AM
To: Lynette Tenace
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 28391

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, March 28, 2011 10:23 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 28391

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: William Johnson
Telephone: 3522592207
Email: wajohnson@comcast.net
Address: 5521 Grove Manor Lady Lake 32159

BUSINESS INFORMATION

Business Account Name: William Johnson
Account Number:
Address: 5521 Grove Manor Lady Lake Florida 32159

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

My complaint is in reference to Doc. #110019. Accordingly, I wish to add my name to the list of protest filers. This sale was mismanaged from the beginning and should be halted. I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission do a thorough investigation on past and present operations in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to them.

Diamond Williams

110019-WS

From: Diamond Williams
Sent: Monday, March 28, 2011 4:07 PM
To: Ruth McHargue
Cc: Dorothy Menasco; Matilda Sanders
Subject: RE: To CLK Docket 110019

Thank you for this information. These attachments have been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 110019-WS.

Thank you,

Diamond Williams
 Comm. Deputy Clerk I
 Office of Commission Clerk
 Florida Public Service Commission
 Email: diwillia@psc.state.fl.us
 Phone: 850-413-6094

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From: Ruth McHargue
Sent: Monday, March 28, 2011 4:03 PM
To: Diamond Williams
Cc: Dorothy Menasco; Matilda Sanders
Subject: FW: To CLK Docket 110019

customer correspondence

From: Consumer Contact
Sent: Monday, March 28, 2011 11:01 AM
To: Ruth McHargue
Subject: To CLK Docket 110019

Copy on file, see 1000883C. DH

From: CMSgtGodinez@aol.com [mailto:CMSgtGodinez@aol.com]
Sent: Friday, March 25, 2011 6:30 PM
To: Consumer Contact
Subject: Ms. Ann Cole, Commission Clerk , Florida Public Service Commission

Ms. Ann Cole
 March 24, 2011
 Commission Clerk
 Florida Public Service Commission
 2540 Shumard Oak Boulevard

3/28/2011

Tallahassee, FL 32399-0850

SUBJECT: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL

Dear Ms. Cole,

We write this letter to you with great concern, that the (our) water (and wastewater) systems of Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc. (AUF).

While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through the required PSC notice.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest
- We question whether the proposed wastewater service documentation is accurate
- The notice which was provided to the residents was inaccurate and unclear
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission do a thorough investigation on past and present operations in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to them.

Sincerely,

SIGNED

Mark and Maria Godinez

3/28/2011

Diamond Williams

110019-WS

From: Ann Cole
Sent: Monday, March 28, 2011 4:40 PM
To: Mark Long
Cc: Commissioners Advisors; Administrative Assistants - Commission Suite; Diamond Williams
Subject: FW: Letter to Chairman
Attachments: Mr-Art-Graham-PSC-1.pdf

Thank you for this information, which will be printed and placed in *Docket Correspondence - Consumers and their Representatives*, in Docket No. 110019-WS.

From: Mark Long
Sent: Monday, March 28, 2011 3:50 PM
To: Ann Cole
Subject: Letter to Chairman

Please place the attached letter from Mr. Roger Wendelken in Docket No. 110019-WS. Thank you.

Mark Long
Office of Chairman Art Graham
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0855
Phone: (850) 413-6022
Fax: (850) 413-6023
E-mail: mlong@psc.state.fl.us

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3/29/2011

ROGER WENDELKEN
5405 Grove Manor
Lady Lake Florida 32159
352 259 4033

March 24, 2011

Mr. Art Graham, Chair
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Fl. 32399

Dear Mr. Graham,

I, as well as all of my neighbors have been advised that Harbor Hills Utilities, LP, our water and waste water supplier is being sold to Aqua Utilities Florida, inc. (AUF). PSC Docket no. 110019.

Negotiations for this sale have been underway for the better part of two years, residents were unaware of the proposed sale and the actual sale. The required PSC notice was delivered, undated long after the deal was consummated in January 2011.

I am strongly oppose this transfer, because water is vital to our health and the quality of life here in Harbor Hills. The following reasons are documented facts that pertain to Aqua's performance and practices.

- *The transfer of the water system is not in the public interest
- *AUF has a substantially poor track record in this state as well as others.
- *AUF accounts for a vast majority of complaints to your office
- *AUF has a history of seeking, and getting frequent and unsubstantiated rate increases
- *AUF has a history of providing technically potable water of far less than desirable quality.
 - If the water, in some cases was put on a table in a restaurant, more than one agency would have them shut down. Why is AUF still in business?
- The reputation and performance record of AUF in this state as well as other states is documented and is highly questionable.

I request that the Public Service commission postpone any and all decisions relating to the transfer of certificate from Harbor Hill Utilities, LP., to Aqua Utilities Florida, Inc

I have expressed my concerns as it pertains to Harbor Hills and Aqua. My real concern is that Aqua is sucking the life blood out of Florida, the impact on the economy, real-estate sales and foreclosures, the dollars that are being taken out of Florida and the quality of life that is being effected. This is all being done with the approval of the organization that is supposed to protect the consumer, that is your organization we are talking about.

I think it is time for the Public Service Commission to do a thorough investigation of Aqua Utilities Florida both past and present operations and business practices in the state of Florida prior to considering any request by Aqua for any increases in the state of Florida.

U.S. Senator Schumer from the State of New York has requested an official investigation into the policy and practices of Aqua, Florida needs to jump on that band wagon.

Thank you for your time and consideration.

I await your reply

Sincerely,

Roger Wendelken
rgw@embarqmail.com

State of Florida



Public Service Commission

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TALLAHASSEE, FLORIDA 32399-0850

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11 MAR 28 PM 4:42

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

COMMISSION
CLERK

DATE: March 28, 2011

TO: Ann Cole, Commission Clerk, Office of Commission Clerk

FROM: Marshall Willis, Director, Division of Economic Regulation 

RE: Docket No. 110019-WS - Aqua Utilities Florida, Inc.'s application for original certificate for an existing wastewater system, request for initial rates and charges for Harbor Hills Utilities, L.P.'s wastewater system, amendment of wastewater Certificate No. 120-S, in Lake County, to include Harbor Hills Utilities, L.P.'s wastewater service area; and application for approval of transfer of Harbor Hills Utilities, L.P.'s water system to Aqua Utilities Florida, Inc., amendment of Aqua Utilities Florida, Inc.'s water Certificate No. 106-W, in Lake County, to include the Harbor Hills Utilities, L.P.'s water service territory, and cancellation of Harbor Hills Utilities, L.P.'s water Certificate No. 522-W.

Please place the attached letter received from Senator D. Alan Hays on the correspondence side of the above Docket File. Thank you.

MW:dr

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THE FLORIDA SENATE

Tallahassee, Florida 32399-1100

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Budget
Budget - Subcommittee on Higher Education
Appropriations
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Reapportionment

JOINT COMMITTEE:
Administrative Procedures

SENATOR D. ALAN HAYS
20th District

March 24, 2011

Mr. Tim Devlin, Executive Director
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL

Dear Director Devlin,

It has come to my attention that Aqua Utilities is attempting to purchase the existing water and wastewater system at Harbor Hills development in Lady Lake, FL.

Will you please do everything in your power to delay this acquisition for a reasonable time in order for the residents of that beautiful area to make alternative arrangements? The history of abhorrent rate increases granted Aqua Utilities across other areas of the state is frightening and I do not wish for them to be able to exercise such increases any longer nor on any other constituents of mine.

I appreciate your assistance in this matter and please let me know if there is anything I may do to assist you. I am sending this both via email as well as a hard copy to your office.

Sincerely,

A handwritten signature in black ink that reads "D. Alan Hays, DMD".

D. Alan Hays, DMD
State Senator
District 20

REPLY TO:

- 871 South Central Avenue, Umatilla, Florida 32784-9290 (352) 742-6441
- 324 Senate Office Building, 404 South Monroe Street, Tallahassee, Florida 32399-1100 (850) 487-5014

Senate's Website: www.flsenate.gov

MIKE HARIDOPOLOS
President of the Senate

MICHAEL S. "MIKE" BENNETT
President Pro Tempore

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11 APR -6 AM 8:37

COMMISSION
CLERK

April 3, 2011

Ms Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

Re: Docket # 110019-WS Aqua Utilities Florida Inc's Application for Approval of Transfer of Harbor Hills Utilities, L.P's Water System to Aqua Utilities Florida Inc and Amendment of Certificate in Lake County Florida and Aqua utilities Florida Inc application for original Certificate for and existing Wastewater system, request for initial rates and charges, and amendments of certificate in Lake County, FL.

Dear Ms. Cole,

Thank you for the opportunity to express my concerns.

We have been a 13 year resident and taxpayer in Harbor Hills Subdivision, Lady Lake FL, and we have recently learned of the pending sale of our water system to Aqua Utilities FL. I have strong concerns of the sale to Aqua Utilities and their negative impact on the quality of water, customer service, rate hikes, and our lifestyle in general. In doing research, aqua utilities does not appear to have the consumers' best interest in mind. Public records indicate an extraordinary amount of controversy in their policy, enormous rate increases and pending law suits.

We strongly oppose the transfer to Aqua Utilities FL. It is not in Harbor Hills best interest to allow the certificate to transfer. We are not opposed to the sale of Harbor Hills Water system, just not to Aqua Utilities.

Thank you for your consideration in this important matter.

Sincerely,


Norman Rigotti
Lina Hall
39246 Treeline
Lady Lake, FL 32159
352-753-9062

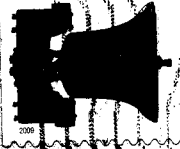
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Cc D. Bruce May Jr.
Holland & Knight
315 South Calhoun Street Suite 600
Tallahassee, FL 32301

Cc St Rep Marlene O'Toole
16 Avenida Central
The Villages FL 32159

Cc St Senator
Alan Hayes
1104 Main St
The Villages FL, 32159

USA FIRST-CLASS FOREVER



Lina Hall

39246 Treeline Dr
Lady Lake, FL 32159



DAYTONA BEACH
FL 321 21
JUN 22 2011

Office of Commissioner Clark
Ms Ann Cole
2540 Skumand Oak Blvd
Tallahassee, FL 32399



547015

April 3, 2011

LETTER DELIVERED
11 APR -6 AM 6:31

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11 APR -6 AM 8:37

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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COMMISSION
CLERK

SUBJECT: Docket No. 110019-WS-Aqua Utilities Florida, Inc's Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc's Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole:

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF).

While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice. Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission do a thorough investigation on past and present operations in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to them.
- It is NOT in the best interest of the residents of the State to even consider a company that is being investigated in other States.

Sincerely,

Paul E. Battaglini
Paul E. Battaglini

Cc: D. Bruce May, Jr.
Holland & Knight

*Please add to the file of
Paul & Janice Battaglini
3884 Harbor Woods Pl
Lady Lake FL 32159
Harbor Hills
cc To:
SEN Alan Hayes
REP Marlene O'Toole
E-mail - [unclear]
Thank You*

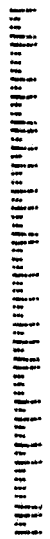
Butterfly Lane
388 #4 Harborchase Pk
Kathy Cole FL 32159

DAYTONA BEACH
FL 32117
04 APR 2011 PM



To Ann Cole
Commissioner Dept
Florida Public Service Commission
2540 Sheppard Ave Blvd
Tallahassee FL 32399-0850

32399-0850



PROPERTY OWNERS OF HARBOR HILLS, INC.

A VOICE FOR ALL HARBOR HILLS OWNERS & RESIDENTS

PO Box 118
Lady Lake, Florida 323158

March 31, 2011

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

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002		
DISTRIBUTION: _____		

COMMISSION
CLERK

11 APR -6 AM 8:36

REC'D

Subj: Objection to Docket No. 110019-WS -Aqua Utilities Florida, Inc. Application for Approval of Transfer of Harbor Hills Utilities, L.P. Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc. Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL

Dear Commissioners:

We know that the PSC is a diligent group who work hard for the citizens of Florida. We trust that you will take notice of the information below.

The undersigned officers and directors of the Property Owners of Harbor Hills, representing over 500 residents, object to the Certificate of Transfer from Harbor Hills Utilities to Aqua Florida for the following reasons.

- 1. We do not believe that Harbor Hills Utilities and its owner Yale University Foundation (owner of all entities in the community of Harbor Hills and a non-profit organization) can soundly and in the best interests of the public sell a portion of their total structure to a direct profit maximizing ownership.**
- 2. The transfer indeed is certainly not in the best of public interest.**
- 3. There have never been charges for wastewater in the sections of Harbor Hills that are connected to the sewerage system as per the home purchase agreements. Charging for this will suddenly ensure a hardship on many households and perhaps be illegal.**
- 4. The proposed waste water rates seem to totally ignore, and fail to advise the Commission, that the largest and dominant user of the wastewater system is a for-profit, commercial enterprise owned by Harbor Hills Country Club. The application should be tabled and deferred until the applicant details its**

proposed commercial wastewater rates and the methodology and justification for computing them.

- 5. Aqua Florida has a substantially poor track record throughout the state and nation because of inadequate service and perpetually increasing rates. Just note their complaint record, which should be in your files.**
- 6. Aqua Florida has a history of seeking and getting unsubstantiated rate increases purportedly to expand and enhance their product and service without doing it.**
- 7. Aqua Florida has a record of not providing excellent water quality to their clients. This can become a major health issue, thus our concern.**

We hereby request the PSC to do a thorough investigation on past and present operations of Aqua Florida in the State of Florida prior to transferring the Harbor Hills Utilities certificate to them.

Respectfully yours,


**Nancy Ridge, President & Director
Director**


**William Reitmeier, V. President &
Director**


Craig Bloxham, Director


Clifford Cail, Director


Roy Gravesen, Director


Robert Nicholson, Director


Francis Ortmann, Director

Property Owners of Harbor Hills, Inc.
P.O. Box 118
Lady Lake, Florida 32158

CERTIFIED MAIL™



7010 0290 0002 3066 9098



32399

U.S. POSTAGE
PAID
WEIRSDALE, FL
32158
APR 01, 11
AMOUNT

\$5.71
00076073-07

**RETURN RECEIPT
REQUESTED**

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

323990850 0001

Marguerite McLean

110019-WS

From: Filings@psc.state.fl.us
Sent: Tuesday, April 05, 2011 2:41 PM
To: 'nozlop@embarqmail.com'
Subject: FW: Docket 110019 - letter from interested party is attached.

FPSC, CLK - CORRESPONDENCE
Administrative (Parties) Consumer
DOCUMENT NO. 01002-11
DISTRIBUTION: _____

Attachments: Olson To PSC.pdf

Mr. Olsen:

We will be placing your comments below in the Docket correspondence - Parties and Interested Persons in Docket 110019-WS.

If you are filing documents to be placed in a docket file, please see the Commission's e-filing requirements at:

<http://www.psc.state.fl.us/dockets/e-filings/>

Please contact our office if you have any questions.

Marguerite H. McLean
Commission Deputy Clerk II
Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
850-413-6770

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

From: PHILIP OLSON [mailto:nozlop@embarqmail.com]
Sent: Saturday, April 02, 2011 11:43 AM
To: Filings@psc.state.fl.us
Subject: Docket 110019 - letter from interested party is attached.

- a.
Philip K. Olson
5117 Grove Manor
Lady Lake, FL 32159
352-259-2992
nozlop@embarqmail.com
- b.
Docket # 110019
-Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. . . .
- c.
Submitted on behalf of myself, Philip K. Olson
- d.
One (1) page in attached .PDF document
- e.
The attachment states that Aqua Utility will in fact increase initial water rates - contrary to their public announcements.


OLSON
C.PDF (€)

/sPhilip K. Olson

State of Florida



Public Service Commission

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

RECEIVED FPSC

11 APR 6 AM 8:41

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

COMMISSION
CLERK

DATE: April 4, 2011
TO: Ann Cole, Commission Clerk - PSC, Office of Commission Clerk
FROM: Cristina Slaton, Executive Secretary to Commissioner Balbis (C)
RE: Docket Correspondence – 110019-WS

Ann,

Please place the attached correspondence sent to the Office of Commissioner Balbis in the correspondence folder for docket number 110019-WS. This letter is from Robert and Jessica Carlton of Harbor Hills, FL. Thank you.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		

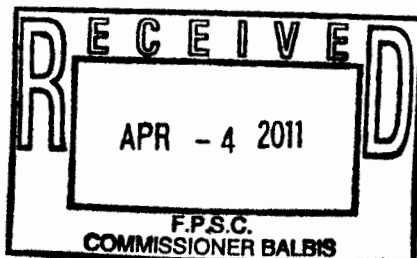
6120 Topsail Rd.
Lady Lake, FL 32159
March 23, 2011

Commissioner Eduardo E. Balbis
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Commissioner Balbis,

We are writing to urge the Public Service Commission (PSC) to deny AQUA Utilities Florida, Inc.'s application for a transfer of the waste-water certificate from Harbor Hills Utilities pursuant to Docket No. 110019-WS, as it is not in the best interest of the public and, in particular, your constituents. Despite AQUA's assertions in its application, *"The proposed acquisition would place the water and wastewater operations of the Harbor Hills water and wastewater system in the hands of an experienced company and industry leader whose sole focus in the provision of high quality water and wastewater service at reasonable prices."* AQUA's track record is contrary to this. The horror stories of ever-increasing, excessive rates, billing nightmares, poor water quality, and inadequate service, abound throughout AQUA's service areas to include Florida. Chuluota, Seminole County is experiencing, on average, 3 times the cost for water and sewage that nearby Oviedo is paying. Seminole County is working to purchase back the system from AQUA, but has not agreed to a valuation as yet. AQUA is saying that the value is about 4 times the valuation specified by Seminole County. The residents of Harbor Hills do not want to be faced with this situation. Additionally, AQUA is responsible for the great majority of complaints to the PSC by consumers, and they have also been fined for their billing problems. We, along with my neighbors, your constituents, urge you to ensure that Aqua's request for the transfer of the certificate be denied.

Robert and Jessica Carlton
Harbor Hills Residents



From: PHILIP OLSON [nozlop@embarqmail.com]
Sent: Saturday, April 02, 2011 11:43 AM
To: Filings@psc.state.fl.us
Subject: Docket 110019 - letter from interested party is attached.

Attachments: Olson To PSC.pdf

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 01002-11
DISTRIBUTION: _____



Olson To PSC.pdf (85 KB)

a.

Philip K. Olson
5117 Grove Manor
Lady Lake, FL 32159
352-259-2992
nozlop@embarqmail.com

b.

Docket # 110019
-Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. . . .

c.

Submitted on behalf of myself, Philip K. Olson

d.

One (1) page in attached .PDF document

e.

The attachment states that Aqua Utility will in fact increase initial water rates - contrary to their public announcements.

/sPhilip K. Olson

Philip K. Olson
5117 Grove Manor
Lady Lake, FL 32159
352-259-2992
nozlop@embarqmail.com

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard *Oak* Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 110019-WS
-Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s
Water System to Aqua Utilities Florida, Inc. . . .

Dear Commissioners:

I am an interested party. Contrary to public statement made by Aqua Utilities that water charges will not increase, docket submissions by Aqua Utilities show that water charges will increase. Details and docket citations follow:

Harbor Hills Utilities bills bi-monthly. My last water bill from Harbor Hills Utilities was \$36.74 (water base \$17.17 plus water usage \$19.57). That bill shows that the water base rate for the two month period is \$17.17.

Page 78 of document 00205-11.pdf in docket 110018 is an Aqua Utilities document showing:
"RATE SCHEDULE: HARBOR HILLS RESIDENTIAL SERVICE (RS)
BILLING PERIOD: Monthly
RATE: Base Facility Charge \$17.17"

Simple math (\$17.17 times six versus \$17.17 times twelve) means that the moment Aqua Utilities takes over my yearly cost of water will increase by \$103.02.

This is a direct contradiction of the Aqua Utilities statement:
"Aqua does not propose to change rates pursuant to this application". Please refer to Page 14 of document 00514-11.pdf for the source of this quote.

Sincerely,

s/Philip K Olson

Philip K. Olson

RECEIVED FPSC

11 APR -5 AM 8:32

COMMISSION
CLERK

RECEIVED
11 APR -5 AM 6:45

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 01002-11
DISTRIBUTION: _____

John Johnson
Kathryn Dindia
39136 Harbor Hills Blvd.
Lady Lake FL 32159-5931
(262) 623-1682
(262) 623-2022
jr.johnson@earthlink.net
ka.dindia@earthlink.net

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850


Dear Members of the Florida Public Service Commission:

This letter pertains to Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

We strongly oppose the sale of Harbor Hills Utilities, L.P.'s water system to Aqua Utilities Florida, Inc. Numerous reports speak to Aqua Utilities' questionable business and environmental/health practices both in Florida and throughout the US and to its total disregard for its' customers. Given what is known about Aqua Utilities, the PSC's approval of this sale would completely undermine the FPSC's mission of "To facilitate the efficient provision of safe and reliable utility services at fair price".

We request that the residents of Harbor Hills be given a reasonable time to make alternative arrangements for the purchase of Harbor Hills Utilities.

Sincerely,


John Johnson


Kathryn Dindia

Johnson - Dindia
39136 Harbor Hills Blvd
Lady Lake, FL 32159

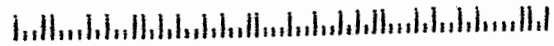
DADE COUNTY FLORIDA

SEP 10 2012 10:41 AM



Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

32399-0850



RECEIVED FPSC

4/01/2011 11 APR -5 AM 6:45

Ms. Ann Cole
Commission Clerk
Public Service Commission Florida
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

11 APR -5 AM 7:52
Bruce May, Jr.
Holland & Knight
315 South Calhoun Street, Suite 600
Tallahassee FL 32301

COMMISSION CLERK

Subject: Docket No. 110019-WS- Aqua Utilities Florida, Inc's Application for Approval of Transfer of Harbor Hills Utilities L.P.'s Water System to Aqua Utilities Florida, Inc and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida Inc's Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County Florida.

Dear Ms Cole,

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF).

While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission do a thorough investigation on past and present operations in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to them.

Sincerely,

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
 DOCUMENT NO. 01002-11
 DISTRIBUTION: _____

Mary Fulkerson
5700 Crestview Dr.
Lady Lake, FL 32159

Mary Fulkerson
5700 Crestview Dr.
Lady Lake, FL 32159

JACKSONVILLE FL 322

ONE ASSISTANCE POINT



Ms Ann Cole
Commission Clerk
Public Service Commission Florida
2540 Shumard Boulevard
Tallahassee, FL 32399-0850

32399\$0850



FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 01002-11
DISTRIBUTION: _____

INTELLIGENCE CENTER
11 APR -4 AM 7:44

REC'D FPSC

11 APR -4 PM 1:55

COMMISSION
CLERK

Office of Commissions Clerk
2540 Shumard Oak Blvd.
Tallahassee, FL 32339-0850

Francis V. Ortmann
6125 Landings Blvd.
Lady Lake, FL 32159
352 753-9458

Subject: Docket No. 10019-WS Aqua Utilities, Florida, Inc's Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Fl Inc and Amendment of Certificate in Lady Lake, FL and Aqua Utilities Florida Inc's Application for Original Certificate for an Existing Wastewater System. Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Gentlemen: I hereby request that the Public Service Commission reject the Aqua Utilities, Fl. acquisition of the Harbor Hills Utilities for the following reasons:

1. The developer, Mr. M. Rich, negotiated secretly with Aqua (for about 2 yrs. before it became known) to sell the Harbor Hills Utilities (This seems to defy Florida sunshine laws). Mr. Rich is also president of the Harbor Hills Home Owners Association. It is his duty to expeditiously alert the property owners of anything the would affect their life style or cost of living and this sale affects both. Therefore I request that this transfer be rejected until some time that the property owners can come up with an equitable solution.
- 2, The letter from Aqua to the property owners does not take into consideration the 'RENTERS' or the 'SNOW BIRDS' who shut down their homes for the summer and shut off water to their homes, thereby negating their use of waste water. How can these people be charged for services not received?

Sincerely
Francis V. Ortmann



CC: D. Bruce May, Jr.
Holland & Knight
315 South Calhoun St.
Suite 600
Tallahassee, FL 32301

Mr. & Mrs. Ottomano
6325 Landings Blvd.
Lady Lake, FL 32159

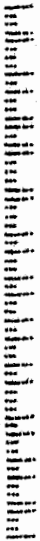
DAYTONA BEACH
FL 321 2 T
01 APR 2011 PM



Office of Commissions Clerk

2540 Shumard Oak Blvd.
TALLAHASSEE, FL 32339-0850

32300/3333



March 30, 2011

SUBJECT: Docket No. 110019-WS-Aqua Utilities Florida, Inc's Application for approval of transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL and Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		

11 APR - 11:45 AM
11 APR - 4 PM 1:54
COMMISSION CLERK

Ms. Ann Cole

Commission Clerk, Florida Public Service Commission

2540 Shumard Oak Blvd.

Tallahassee, FL 32399-0850

Dear Ms. Cole:

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF).

While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF s highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission do a thorough investigation on past and present operations in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to them.

Sincerely,

Ken Sliker
Denise Sliker

Ken and Denise Sliker

6121 Spinnaker Loop, Lady Lake, FL 32159

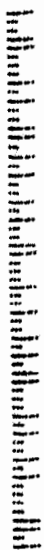
CC: D. Bruce May, Jr.

Holland and Knight, 315 South Calhoun Street, Suite 600, Tallahassee, FL 32301

Mr. Kenneth Silker
6121 Spinnaker Loop
Ladys Lake, FL 32159

Ms. Ann Cole
Commissioner Clerk
Alaska PSC
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

32399-0850



4-1-11

Subject Doc# 11 0019-W5

Aqua Utilities

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
 DOCUMENT NO. 01002-11
 DISTRIBUTION: _____

DATE/TIME RECEIVED
 11 APR -4 AM 7:45
 11 APR -4 PM 1:54
 COMMISSION
 CLERK
 FPSC

I strongly oppose Aqua Utilities
 as the potential water supplier
 for Harbor Hills in Lady Lake FL
 Do not allow this ^{transfer} to happen.

Suzanne Projcar

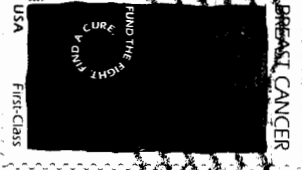
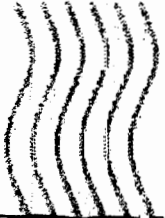
38949 Harbor Woods Pl

Lady Lake FL 32159

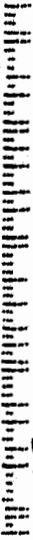
352-391-5778



DAYTONA BEACH
FL 321 2 T
01 APR 2011 PM



Ann Cyle
FL Public Service
2540 Alhambra Oak Blvd
Tallahassee FL 32399-0859



32399+0859

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 01002-11
DISTRIBUTION: _____

RECEIVED FPSC

11 APR -4 PM 7:46
COMMUNICATION CENTER

March 25, 2011

11 APR -4 PM 1:53

COMMISSION
CLERK

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

SUBJECT: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL

Ms. Cole:

As residents of Harbor Hills, Lake County, my wife and I recently received notification that the water (and wastewater) systems of the Harbor Hills Utilities, LP are in the process of being sold to Aqua Utilities Florida, Inc (AUF).

We do not dispute the right of the developer to sell his property. However, we have sincere concerns about the great likelihood of this sale's negative impact on the quality of our water and current lifestyle. Therefore, we strongly oppose this transfer. We further understand that the consummation of this sale is contingent upon AUF receiving approval from the Florida Public Service Commission. Ms. Cole, it is often said, "*past history is the best predictor of future behavior*". With this in mind, we offer a few of many, alleged allegations that have appeared within the public domain over the past few months:

- X FlowFlorida.com reports that Aqua has been at the center of controversy in recent years over a series of rate increase requests. Residents have complained the rates are unjustified and unaffordable and have criticized Aqua's documented poor customer service record.
- X March 21, 2011: U.S. Senator Bill Nelson, FL, jumped into the debate over Aqua Utilities' proposed rate increase for 117,000 Aqua Utilities customers that is pending before the Florida Public Service Commission. Nelson complained about the rate increase in a letter to PSC Chairman Art Graham. (Nelson's request is similar to a resolution approved last November by the Polk County Commission asking PSC members to delay or reduce the rate increase.)
- X February 18, 2011: WFTV (CH 9) reported, "Dozens of Lake County residents are fighting to keep a controversial company out of their water supply. Aqua Utilities wants the state to approve its purchase of a company that served 700 people near Lady Lake."

- X January 28, 2011: WFTV (CH 9) reported, “A troubled water company is causing more problems Friday. Some homeowners in Lake County told WFTV that their bills are so high, and their water is so dirty, that they're digging their own wells.”

- X July 28, 2010, WFTV (CH 9) reported, “This is one of the most unexplainable water bills WFTV has ever seen. A Mims woman uses so little water that her bills are usually only \$15 per month. Now, out of nowhere, her bill jumped to more than \$300, and she says she's not using any more water.” [Customer], “says she can't drink the water from her faucet, she doesn't water her lawn, and she uses only paper plates.” ***Aqua Utilities has faced problems in other areas, as well. WFTV covered numerous complaints about water quality in Chuluota in Seminole County. Last year, the state rated Chuluota's water system as unsatisfactory and, earlier this year, the state ordered Aqua Utilities to monitor water quality for the rest of the year at several other sites.***

- X August 2, 2010, WFTV (CH 9) reported, CENTRAL FLORIDA -- Another customer told WFTV Monday that Aqua Utilities overcharged her hundreds of dollars. It's one of several complaints that have come in to WFTV. Except this time, her son-in-law installed a second water meter and now the two don't match up. WFTV confronted state regulators who are supposed to be tracking the accuracy of Aqua's meters. At 94 years old, [Customer] doesn't see too well, but the charges on her latest water bill from Aqua Utilities were hard to miss.
“I thought it was a joke.” She was charged \$560 for more than 30,000 gallons of water at her small duplex near Lake Placid. “Is there any way you used 30,000 gallons of water last month?” WFTV reporter Eric Rasmussen asked. “That would be impossible. I used the same amount as every month,” she said.

- X March 16, 2010, Tallahassee, Fla.—Kicking off a coordinated effort to improve water service for millions of Floridians, FLOW Florida, a coalition of community groups from 19 counties around the state, and the consumer advocacy group Food & Water Watch, spoke out against the private water provider Aqua Utilities Florida (Aqua). Standing before the Florida Public Service Commission (PSC), residents representing Aqua customers in Pasco, Polk, Seminole, Volusia and the other 15 counties where Aqua operates, **spoke of the smelly, often undrinkable water, exorbitant rates, and unresolved customer issues suffered under the company's service.**

Florida is not the only state showing alleged issues of concern:

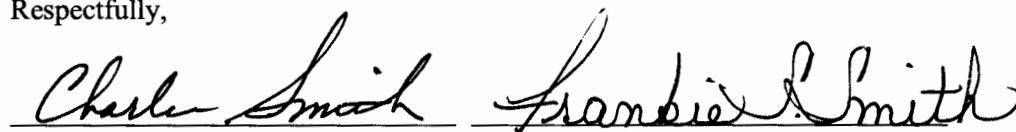
According to reports, Aqua America, Aqua Utilities Florida's parent company, has also come under attack in recent years, with many of its other systems such as those in New York, Ohio, North Carolina, Pennsylvania, Virginia, and Texas facing service problems similar to those in Florida. The city of Fort Wayne, Indiana—after experiencing yellow

water and soaring bills, moved in 2009 to cancel its contract with Aqua America, and restore its water to public control.

X August, 2010: United States Senator Charles E. Schume, called for the General Accountability Office (GAO), the investigative arm of Congress, to examine Aqua America, Inc.'s continued eligibility to receive federal funds, citing questionable business practices of its New York subsidiary, Aqua New York, and a recent report by Food and Water Watch that raised concerns about the company's aggressive strategy to raise consumer water rates.

Ms. Cole, as stated previously, **we strongly oppose this transfer.** The prior alleged critical issues along with others—demand that we, as concerned residents of Harbor Hills, Lake County, not ignore this most important matter. Therefore, we request that the Florida Public Service Commission conduct a thorough investigation of the past and present operations of AUF in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to Aqua Utilities Florida, Inc.

Respectfully,

The image shows two handwritten signatures in cursive script. The first signature is 'Charles Smith' and the second is 'Frankie Smith'. Both signatures are written in black ink and are positioned above a horizontal line.

Charles Smith and
Frankie Smith
5433 Emerald Bay Lane
Lady Lake, FL 32159

Cc:

Governor Rick Scott
State of Florida – The Capitol
400 S. Monroe St.
Tallahassee, FL 32399-0001

State Sen. Alan Hays
1104 Main Street
The Villages, FL 32159

State Rep. Marlene O'Toole
916 Avenida Central
The Villages, FL 32159

Charles & Frankie Smith
5433 Emerald Bay Ln
Lady Lake, FL 32159

DAYTONA BEACH
FL 321 1 L
01 APR 2011 PM



Ms. Ann Cole
Commision Clerk
Florida Public Service Commision
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

32399-0850



March 25, 2011

RECEIVED

11 APR -4 PM 1:53

COMMISSION
CLERK

INFORMATION CENTER
11 APR -4 AM 7:47

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

SUBJECT: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL

Ms. Cole:

As twelve-year residents of Harbor Hills, Lake County, my wife and I recently received notification that the water (and wastewater) systems of the Harbor Hills Utilities, LP are in the process of being sold to Aqua Utilities Florida, Inc (AUF).

We do not dispute the right of the developer to sell his property. However, we have sincere concerns about the great likelihood of this sale's negative impact on the quality of our water and current lifestyle. Therefore, we strongly oppose this transfer. We further understand that the consummation of this sale is contingent upon AUF receiving approval from the Florida Public Service Commission. Ms. Cole, it is often said, "*past history is the best predictor of future behavior*". With these words in mind, we offer a few of many, alleged allegations that have appeared within the public domain over the past few months:

- FlowFlorida.com reports that Aqua has been at the center of controversy in recent years over a series of rate increase requests. Residents have complained the rates are unjustified and unaffordable and have criticized Aqua's documented poor customer service record.
- March 21, 2011: U.S. Senator Bill Nelson, FL, jumped into the debate over Aqua Utilities' proposed rate increase for 117,000 Aqua Utilities customers that is pending before the Florida Public Service Commission. Nelson complained about the rate increase in a letter to PSC Chairman Art Graham. (Nelson's request is similar to a resolution approved last November by the Polk County Commission asking PSC members to delay or reduce the rate increase.)
- February 18, 2011: WFTV (CH 9) reported, "Dozens of Lake County residents are fighting to keep a controversial company out of their water supply. Aqua Utilities wants the state to approve its purchase of a company that served 700 people near Lady Lake."
- January 28, 2011: WFTV (CH 9) reported, "A troubled water company is causing more problems Friday. Some homeowners in Lake County told WFTV that their bills are so high, and their water is so dirty, that they're digging their own wells."

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		

- July 28, 2010, WFTV (CH 9) reported, “This is one of the most unexplainable water bills WFTV has ever seen. A Mims woman uses so little water that her bills are usually only \$15 per month. Now, out of nowhere, her bill jumped to more than \$300, and she says she's not using any more water.” [Customer], “says she can't drink the water from her faucet, she doesn't water her lawn, and she uses only paper plates.”
Aqua Utilities has faced problems in other areas, as well. WFTV covered numerous complaints about water quality in Chuluota in Seminole County. Last year, the state rated Chuluota's water system as unsatisfactory and, earlier this year, the state ordered Aqua Utilities to monitor water quality for the rest of the year at several other sites.
- August 2, 2010, WFTV (CH 9) reported, CENTRAL FLORIDA -- Another customer told WFTV Monday that Aqua Utilities overcharged her hundreds of dollars. It's one of several complaints that have come in to WFTV. Except this time, her son-in-law installed a second water meter and now the two don't match up. WFTV confronted state regulators who are supposed to be tracking the accuracy of Aqua's meters. At 94 years old, [Customer] doesn't see too well, but the charges on her latest water bill from Aqua Utilities were hard to miss. “I thought it was a joke.” She was charged \$560 for more than 30,000 gallons of water at her small duplex near Lake Placid. “Is there any way you used 30,000 gallons of water last month?” WFTV reporter Eric Rasmussen asked. “That would be impossible. I used the same amount as every month,” she said.
- March 16, 2010, Tallahassee, Fla.—Kicking off a coordinated effort to improve water service for millions of Floridians, FLOW Florida, a coalition of community groups from 19 counties around the state, and the consumer advocacy group Food & Water Watch, spoke out against the private water provider Aqua Utilities Florida (Aqua). Standing before the Florida Public Service Commission (PSC), residents representing Aqua customers in Pasco, Polk, Seminole, Volusia and the other 15 counties where Aqua operates, spoke of the smelly, often undrinkable water, exorbitant rates, and unresolved customer issues suffered under the company's service.

Florida is not the only state showing alleged issues of concern:

According to reports, Aqua America, Aqua Utilities Florida's parent company, has also come under attack in recent years, with many of its other systems such as those in New York, Ohio, North Carolina, Pennsylvania, Virginia, and Texas facing service problems similar to those in Florida. The city of Fort Wayne, Indiana—after experiencing yellow water and soaring bills, moved in 2009 to cancel its contract with Aqua America, and restore its water to public control.

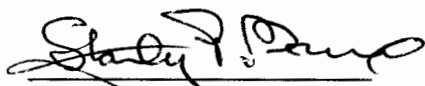
- August, 2010: United States Senator Charles E. Schume, called for the General Accountability Office (GAO), the investigative arm of Congress, to examine Aqua America, Inc.'s continued eligibility to receive federal funds, citing questionable business practices of

its New York subsidiary, Aqua New York, and a recent report by Food and Water Watch that raised concerns about the company's aggressive strategy to raise consumer water rates.

Ms. Ann Cole
Commission Clerk
March 25, 2011
Page 3.

Ms. Cole, as stated previously, **we strongly oppose this transfer.** The prior alleged critical issues along with others—demand that we, as concerned residents of Harbor Hills, Lake County, not ignore this most important matter. Therefore, we request that the Florida Public Service Commission conduct a thorough investigation of the past and present operations of AUF in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to Aqua Utilities Florida, Inc.

Respectfully,



Stanley P. Bruno
38642 Lake View Walk
Lady Lake, FL 32159

Cc: D. Bruce May, Jr.
Holland & Knight
315 South Calhoun Street, Suite 600
Tallahassee FL 32301

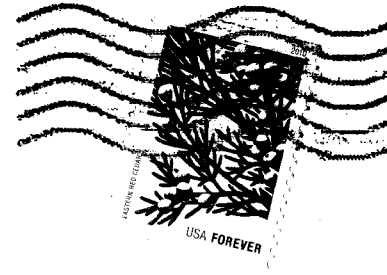
Governor Rick Scott
State of Florida – The Capitol
400 S. Monroe St.
Tallahassee, FL 32399-0001

State Sen. Alan Hays
1104 Main Street
The Villages, FL 32159

State Rep. Marlene O'Toole
916 Avenida Central
The Villages, FL 32159

Stanley P. Bruno
38642 Lakeview Walk
Lady Lake, FL 32159

DAYTONA BEACH
FL 32122
31 MAR 2011 PM



Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

32399-0850



RECEIVED 7:30

11 APR -4 PM 1:53

DELIVERED CENTER
11 APR -4 AM 7:47

March 28, 2011

COMMISSION
CLERK

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

FPSC CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		

Subject: Docket No. 110019 – WS – Aqua Utilities Florida, Inc.; Application for Approval of Transfer of Harbor Hills Utilities, LP's, water system to Aqua Utilities Florida, Inc. and amendment of Certificate in Lake County, Florida and Aqua Utilities of Florida, Inc. Application for Original Certificate for an Existing Wastewater System, request for Initial Rates and Charges, and Amendment of Certificate in Lake County.

Dear Ms. Cole:

We have been advised that the water (and wastewater) systems of Harbor Hills Utilities, L.P. are being sold to Aqua Utilities of Florida, Inc. (AUF). This sale has been negotiated for over two years and the residents of Harbor Hills were never informed of the proposed sale and its impact on the community until January, 2011 through a PSC notice.

We oppose this transfer because:

- a. It is not in the best interests of the public;
- b. AUF's reputation for customer service and its past performance record are questionable based on public information available to PSC.
- c. The notice provided to the residents of Harbor Hills was inaccurate and confusing.
- d. Accuracy of the wastewater documentation is not confirmed

We respectfully request that the Public Service Commission take into consideration the performance record of AUF in its consideration of the proposed transfer. Why would the PSC authorize a company to do business in the State of Florida with such a questionable customer service reputation.

Sincerely,

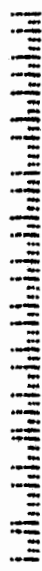
Margaret Dunham

DAYTONA BEACH
FL 32111
SEP 11 11 11 AM '04



Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
250 Shumard Oak Blvd,
Tallahassee, Florida 32399-0850

32399/8500



RECEIVED FPSC

11 APR -4 PM 1:50

DISTRIBUTION CENTER
11 APR -4 AM 7:59

COMMISSION
CLERK

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. <u>01002-11</u>		
DISTRIBUTION: _____		

SUBJECT: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL

Dear Ms. Cole:

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF).

While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission do a thorough investigation on past and present operations in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to them.

Sincerely,



cc:
D. Bruce May, Jr.
Holland & Knight
315 South Calhoun Street, Suite 600
Tallahassee FL 32301

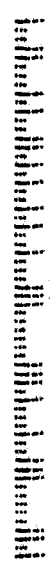
Cliff & Helga Cail
39227 TreeLine Drive
Lady Lake, FL 32159

DAYTONA BEACH
FL 321 11
2025 FEB 20 11 17 AM



*M. Ann Cole,
Commissioner Clerk.
The Public Service Comm.
2540 Burnside Ave Blvd.
Tallahassee Fla
32399-0850*

32399-0850



March 31, 2010

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED FPSC

11 APR -4 PM 1:47

COMMISSION
CLERK

DISTRIBUTION CENTER
11 APR -4 AM 7:46

Dear Ms. Cole,

As residents of the Harbor Hills Community in Lady Lake, Florida, my wife and I have received a significant amount of negative information regarding the reputation of Aqua Utilities Florida, Inc. (AUFU). It is our understanding that your Commission is in the process of considering whether or not to approve the transfer of ownership of our community's water supply system from the neighborhood developer to AUFU.

The purpose of this letter is to ask if your Commission is aware that AUFU has a reputation for acquiring established water supply systems and imposing extremely high rate increases at the earliest opportunity and then failing to use those increases to properly maintain those systems. If so, could you please provide us with your interpretation of these apparently quite well substantiated rumors?

We are hoping for your assurance that these negative reports have little or no foundation and that we can stop worrying about the future of our water supply system.

Sincerely,



Talmadge W. Reed
38720 Oak Place Court
Lady Lake, Florida 32159

FPSC, CLK - CORRESPONDENCE	
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties <input type="checkbox"/> Consumer
DOCUMENT NO. <u>01002-11</u>	
DISTRIBUTION: _____	

cc. Honorable Alan Hays
Florida State Senator
1104 Main St.
The Villages, FL 32159

Honorable Marlene O'Toole
Florida State Representative
916 Avenida Central
The Villages, FL 32159

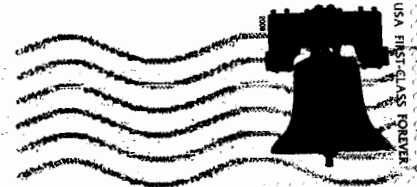
The Federal Affairs Office

REPRESENTING YOUR INTERESTS IN WASHINGTON



Talmadge Reed
38720 Oak Place Ct
Lady Lake, FL 32159

DAYTONA BEACH
FL 321 2 T
01 APR 2011 PM



Ms Anna Cole, Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

32399+0850



State of Florida



Public Service Commission

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

RECEIVED FPSC
APR 1 3:48 PM

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

COMMISSION
CLERK

DATE: April 1, 2011
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Sharon Allbritton, Executive Assistant to the Executive Director *SA*
RE: Correspondence for Docket No. 110019-WS

Please place the attached correspondence in the correspondence side of Docket File 110019-WS - Aqua Utilities Florida, Inc.'s application for original certificate for an existing wastewater system, request for initial rates and charges for Harbor Hills Utilities, L.P.'s wastewater system, amendment of wastewater Certificate No. 120-S, in Lake County, to include Harbor Hills Utilities, L.P.'s wastewater service area; and application for approval of transfer of Harbor Hills Utilities, L.P.'s water system to Aqua Utilities Florida, Inc., amendment of Aqua Utilities Florida, Inc.'s water Certificate No. 106-W, in Lake County, to include the Harbor Hills Utilities, L.P.'s water service territory, and cancellation of Harbor Hills Utilities, L.P.'s water Certificate No. 522-W.

Thank you.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		



THE FLORIDA SENATE

Tallahassee, Florida 32399-1100

COMMITTEES:
Budget - Subcommittee on General Government
Appropriations, *Chair*
Agriculture
Banking and Insurance
Budget
Budget - Subcommittee on Higher Education
Appropriations
Children, Families, and Elder Affairs
Reapportionment

JOINT COMMITTEE:
Administrative Procedures

SENATOR D. ALAN HAYS
20th District

March 24, 2011

Mr. Tim Devlin, Executive Director
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL

Dear Director Devlin,

It has come to my attention that Aqua Utilities is attempting to purchase the existing water and wastewater system at Harbor Hills development in Lady Lake, FL.

Will you please do everything in your power to delay this acquisition for a reasonable time in order for the residents of that beautiful area to make alternative arrangements? The history of abhorrent rate increases granted Aqua Utilities across other areas of the state is frightening and I do not wish for them to be able to exercise such increases any longer nor on any other constituents of mine.

I appreciate your assistance in this matter and please let me know if there is anything I may do to assist you. I am sending this both via email as well as a hard copy to your office.

Sincerely,

A handwritten signature in black ink that reads "D. Alan Hays, DMD".

D. Alan Hays, DMD
State Senator
District 20

REPLY TO:

- 871 South Central Avenue, Umatilla, Florida 32784-9290 (352) 742-6441
- 324 Senate Office Building, 404 South Monroe Street, Tallahassee, Florida 32399-1100 (850) 487-5014

Senate's Website: www.flsenate.gov

MIKE HARIDOPOLOS
President of the Senate

MICHAEL S. "MIKE" BENNETT
President Pro Tempore

Sharon Allbritton

From: Tim Devlin
Sent: Thursday, March 31, 2011 3:21 PM
To: Sharon Allbritton
Subject: FW: Senator Hays Letter RE: acqua utilities

From: CORNWELL.NANCI.S20 [mailto:CORNWELL.NANCI.S20@flsenate.gov]
Sent: Friday, March 25, 2011 12:28 PM
To: Tim Devlin
Subject: RE: Senator Hays Letter RE: acqua utilities

Thanks for letting me know Tim, I will let the Senator know. – Nanci

From: Tim Devlin [mailto:TDevlin@PSC.STATE.FL.US]
Sent: Friday, March 25, 2011 12:27 PM
To: CORNWELL.NANCI.S20
Subject: RE: Senator Hays Letter RE: acqua utilities

Thanks Nanci. After talking with staff, we plan on setting this for hearing. I will keep your office apprised. I don't think the hearing will be before September. There have been some problems with Aqua's application.

From: CORNWELL.NANCI.S20 [mailto:CORNWELL.NANCI.S20@flsenate.gov]
Sent: Friday, March 25, 2011 10:26 AM
To: Tim Devlin
Subject: FW: Senator Hays Letter RE: acqua utilities

Sorry Tim,
Forgot the state part of the email address. 3rd try is the charm. – Nanci

From: CORNWELL.NANCI.S20
Sent: Friday, March 25, 2011 10:24 AM
To: 'tdevlin@psc.fl.us'
Subject: FW: Senator Hays Letter RE: acqua utilities
Importance: High

Tim, 2nd try. - N

From: CORNWELL.NANCI.S20
Sent: Friday, March 25, 2011 9:42 AM
To: 'tdevlin@psc.fl.us'
Subject: Senator Hays Letter RE: acqua utilities
Importance: High

Tim,

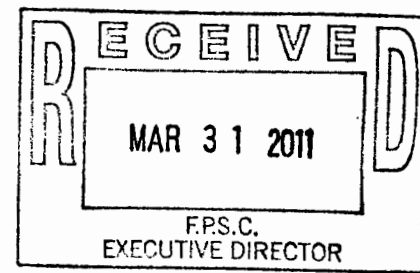
This is the letter that Senator Hays discussed with you. Let me know if you have any questions. I dropped a hard copy in the mail yesterday. Thanks, Nanci

4/1/2011

Nanci Cornwell

Senator D. Alan Hays
Senior Legislative Assistant

386-736-5048 Deland Office Work
850-487-5014 Tallahassee Office Work
cornwell.nanci.s20@fisenate.gov
Tallahassee Office
324 Senate Office Building
Tallahassee, FL 32399



Florida House of Representatives
State Representative H. Marlene O'Toole
District 42

District 42

916 Avenida Central
The Villages, FL 32159-5704
Phone: (352)315-4445
Fax: (352)315-4447

Tallahassee

222 The Capitol
402 South Monroe Street
Tallahassee, FL 32399-1300
Phone: (850)488-5991

Committee Assignments

Higher Education Appropriations Subcommittee-Chair
Education Committee-Vice Chair
Appropriations Committee
Government Operations Appropriations Subcommittee
Government Operations Subcommittee

Email: Marlene.Otoole@myfloridahouse.gov
State Representative, District 42

March 29, 2011

Mr. Tim Devlin, Executive Director
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

Dear Mr. Devlin,

I am writing to make you aware of a situation involving some of my constituents. Aqua Utilities Florida is preparing to purchase the water systems currently owned by the Harbor Hills community in Lady Lake, Florida. The residents are requesting that this decision be delayed to allow them additional time to arrive at a solution which will better serve their interests.

I respectfully request that the PSC delay this decision, as I believe this to be in the best interest of my constituents.

I would also like to mention that, at my request, the Office of Public Counsel had a representative in attendance at a meeting of concerned Harbor Hills residents earlier this month.. Mr. Riley met briefly with me in Tallahassee after the meeting, and he will provide me with his thoughts and recommendations.

Please call me with any questions. This is a very concerned group of homeowners.

Sincerely,

A handwritten signature in cursive script that reads "Marlene".

State Representative H. Marlene O'Toole

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
LISA POLAK EDGAR
RONALD A. BRISÉ
EDUARDO E. BALBIS
JULIE I. BROWN

STATE OF FLORIDA



EXECUTIVE DIRECTOR
TIMOTHY J. DEVLIN
(850) 413-6068

Public Service Commission

March 31, 2011

The Honorable H. Marlene O'Toole
Representative, District 42
222 The Capitol
402 South Monroe Street
Tallahassee, FL 32399-1300

Dear Representative O'Toole:

We are in receipt of your letter dated March 29, 2011, wherein you requested the Florida Public Service Commission delay its decision on the purchase of water systems owned by the Harbor Hills Community in Lady Lake, Florida, by Aqua Utilities Florida.

We will be providing an opportunity for customers to have input on this issue and will also be scheduling a hearing later in the year. The absolute earliest the hearing will be scheduled will be September 2011. The exact dates for these meetings have not yet been determined, however, these meetings will be noticed so that your constituents will be aware of them and can plan to attend these meetings.

If this office can be of further service to you, please do not hesitate to let me know.

Sincerely,

A handwritten signature in black ink, appearing to read "Tim Devlin".

Tim Devlin
Executive Director

TJD/sa

RECEIVED FPSC

11 APR -4 PM 1:54

11 APR -4 AM 7:45

COMMISSION
CLERK

11 0019-WS

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		

March 31, 2011

Ms Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Fl 32399-0850

Re: Transfer of Water Certificate From Harbor Hills Utilities to Aqua Utilities

I have done a lot of investigation on Aqua Utilities and am very much against this transfer due to their performance record and their enormous rate hikes in Florida and other states as well. This transfer is not in my best interest or anyone else for that matter.

If you want an education on this company go on line and read the stories. They in themselves speak volumes.

I have lived in Harbor Hills for eleven years now and would not like to see our water quality destroyed or have to pay exorbitant price for poor water.

Keep Aqua out of here, please !

Very truly yours

BARBARA W. GUBE
5447 Grove Manor
Lady Lake, Fl 32159

cc: Gov. Rick Scott

USA FIRST-CLASS FOREVER

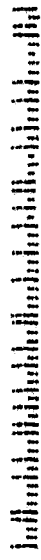


DAYTONA BEACH
FL 32114

Mr. & Mrs. William Gabe
5447 Grove Mnr.
Lady Lake, FL 32159

*Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Skumard Oak Boulevard
Tallahassee, FL 32399-0850*

32399-0850



RECEIVED FPSC

11 APR -5 AM 8:32

COMMISSION
CLERK

March 31, 2011
11 APR -5 AM 6:45
REGISTRATION CENTER

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 01002-11		
DISTRIBUTION: _____		

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Ms. Cole:

The purpose of this letter is to reject docket No. 110019-WS- Aqua Utilities Florida, Inc.'s application for approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. The company has a bad reputation because of poor service, and frequency of rate increases. Your rejection would allow the present owner to make a better choice.

Sincerely,

Frank + Carol Ferris
6039 Landings Blvd.
Harbor Hills Country Club
Lady Lake, FL 32159

Frank Perri
6039 Landings Blvd
Lady Lake, FL 32159-5943

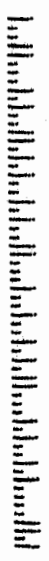
JACKSONVILLE FL 322

02 APR 2011 PM 4 T



Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
3540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

323990850



110019-WS

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

April 5, 2011

RECEIVED
11 APR -8 AM 6:46

SUBJECT: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

RECEIVED
11 APR -8 AM 9:43
COMMISSION CLERK

Dear Ms. Cole,

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF). While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission do a thorough investigation on past and present operations in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to them.

Sincerely,



FPSC, CLK - CORRESPONDENCE		
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DOCUMENT NO. <u>01002-11</u>		
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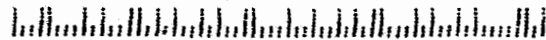
Harold J. Brady
6220 Topsail Rd.
Lady Lake, FL 32159

DAYTONA BEACH
FL 321 2 L
06 APR 2011 AM



Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

32399-0850



RALPH A. UDICK • 39245 Tacoma Drive • Lady Lake, FL 32159-6009
PHONE/FAX: (352) 751-0345 • Cell: (352) 430-8776 • E-mail: ceiralph@embarqmail.com

11 APR 11 AM 10:21

COMMISSION
CLERK

11 APR 11 AM 6:54

April 7, 2011

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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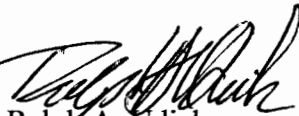
SUBJECT: Docket No. 110019-WS-AquaUtilities Florida, Inc. (AUF) Application

This letter respectfully requests that the Florida Public Service Commission (PSC) reject the application of AUF to transfer the water and waste water systems of Harbor Hills Utilities, L.P. to them. As you are certainly aware, AUF has a demonstrated unsatisfactory performance record in Florida that has resulted in many protests before the PSC and other public fora. No further transfer of water systems should be granted this business entity until a thorough investigation of its past and present operations has been completed to assure the public that its operations and practices are proper and in the public interest.

As ten year residents of the Harbor Hills Community in Lake County, Florida, my wife and I are very disturbed to learn of this pending transfer of our community water system to AUF. We understand that this sale has been in the works for some two years, yet we were not notified until late January this year in a lengthy, very vague and highly legalistic notice that stated essentially this deal is done. Given the late notice, the total lack of any consideration of alternative options or buyers, and the terrible reputation of the sole purchaser, we strongly oppose this transfer.

Water, along with air, is one of only two items essential to life itself. Existing law mandates that a homeowners' association must be given the right of first refusal whenever recreational facilities serving the community are offered for sale. It's ironic that this right of first refusal is not granted to the community involving a life sustaining service as water. Your decision to investigate AUF operations will be applauded by the residents of Harbor Hills and many other Floridians.

Respectfully,


Ralph A. Udick

Cc: Representative Marlene O'Toole and Senator Alan Hays

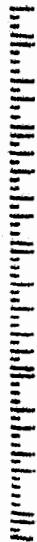
Mr. Ralph Uddek
39245 Tacoma Dr
Lady Lake, FL 32159-6009

DAYTONA BEACH
FL 32117
08 APR 2011 PM



Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0858

3239930850



Diane Hood

From: Ralph Udick [eeiralph@embarqmail.com]
Sent: Thursday, April 07, 2011 10:54 PM
To: Consumer Contact
Subject: Docket No. 110019-WS-Aqua Utilities Florida, Inc. Application
Attachments: PSC7Apr11Ltr.pdf

RECEIVED-FPSC
11 APR - 8 11:12:52
COMMISSION
CLERK

Dear Ms. Cole:

Attached is my letter to you and the FPSC in pdf. A copy is also being mailed to you by First Class mail.

Ralph Udick

FPSC, CLK - CORRESPONDENCE		
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*for correspondence
side B
Docket 110019-WS*

RALPH A. UDICK • 39245 Tacoma Drive • Lady Lake, FL 32159-6009
PHONE/FAX: (352) 751-0345 • Cell: (352) 430-8776 • E-mail: ceiralph@embarqmail.com

LETTER VIA EMAIL

April 7, 2011

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

FILED
11 APR - 8 PM 12: 52
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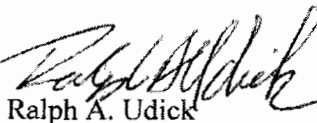
SUBJECT: Docket No. 110019-WS-AquaUtilities Florida, Inc. (AUF) Application

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Water, along with air, is one of only two items essential to life itself. Existing law mandates that a homeowners' association must be given the right of first refusal whenever recreational facilities serving the community are offered for sale. It's ironic that this right of first refusal is not granted to the community involving a life sustaining service as water. Your decision to investigate AUF operations will be applauded by the residents of Harbor Hills and many other Floridians.

Respectfully,


Ralph A. Udick

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APR 08 2011

Cc: Representative Marlene O'Toole and Senator Alan Hays

Florida Public Service Commission
Division of RCA

STATE OF FLORIDA

COMMISSIONERS:
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DIVISION OF SERVICE, SAFETY &
CONSUMER ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

April 8, 2011

RECEIVED PSC
11 APR - 8 PM 12: 52
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CLERK

Mr. Ralph A. Udick
39245 Tacoma Drive
Lady Lake, FL 32159-6009

RE: PSC Inquiry 1003097C

Dear Mr. Udick:

This is in response to your E-mail to the Florida Public Service Commission (PSC) regarding Harbor Hills Utilities, L.P. (Harbor Hills Utilities) and Aqua Utilities Florida, Incorporated (Aqua Utilities).

You expressed a concern about Aqua Utilities' application to transfer Harbor Hills Utilities' water system to Aqua Utilities. We appreciate your comments regarding the application and will add your correspondence to Docket No. 110019-WS.

If you have any questions or concerns please call Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Handwritten signature of Randy Roland in black ink.

Randy Roland
Regulatory Program Administrator
Division of Service, Safety &
Consumer Assistance

RR:mep

110019 - WS

RECEIVED FPSC

11 APR -7 PM 12:14

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11 APR -7 AM 8:33

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

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Administrative Parties Consumer
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April 2, 2011

Re: Harbor Hills/ Aqua Utilities: (Docket # 110019)

OBJECTIONS BASED THE APPLICATIONS AND PROPOSALS AND ON AQUA'S RESPONSE TO DEFICIENCIES OUTLINED BY COMMISSION STAFF FILED BY AQUA ON 3/8/2011; OBJECTIONS BASED ON THE CONTRACT BETWEEN AQUA AND HARBOR HILLS; OBJECTIONS BASED UPON THE LEGAL PRINCIPLES CONTAINED IN COHN V. THE GRAND CONDOMINIUM, ASSN.; MISCELLANEOUS OBJECTIONS; AND REQUEST TO TAKE JUDICIAL NOTICE.

Dear Honorable Commissioners:

The undersigned makes the following additional objections to the pending Applications of Aqua Utilities, based upon matters, facts, and omissions relating to their submission of 2/8/2011 and other matters. Therefore further objection is made to the current pending Aqua Applications, and each of them, and to the proposed water scheme for Harbor Hills as not being in the public interest and more specifically as follows

I. OBJECTIONS INVOLVING MATTERS RELATING TO THE PROPOSALS AND THE CONSUMPTIVE USE PERMIT #279- ATTACHMENT 2.

Aqua's counsel states that the St. Johns Water Management District permit held by Harbor Hills' Utility has been split into two: [1] Utility usage and [2] Golf course irrigation. The former is attached as Permit 279.

1. Objection is made to the failure to file the golf course permit.
2. Objection is made to the failure to state who will pay for pumps P5, P6, and P7 and for the dual potable and irrigation lines to supply Bella Vista Phase 6 and Phase 7.

3. Objection is made to the failure to identify which specific legal entity will supply irrigation water to Bella Vista, Phase 6 and Phase 7.

4. Objection is made to the retention of a partial Certificate in Harbor Hills Utility entity without a tariff for Bella Vista surface water for irrigation. Query whether it will provide lake water under its retained golf course CUP or through CUP #729. In either even, if the plan contemplated by the Aqua Applications is to provide free irrigation water to Bella Vista, but not all Harbor Hills residents, objection is made to that. Currently "the Blue Tops" get lake water for irrigation but are charged for it. The proposal for Phase 6 and Phase 7 appears to provide lake water for irrigation free, thereby presumably enhancing the developer's sale of lots. The Grove neighborhood of 99 homes gets lake water for irrigation free. Meanwhile the Harbor Hills Homeowner's Association common areas and Phases 1-5 (500 homes approximately) , pay potable water rates for irrigation at considerable cash cost to them for water and significant negative impact on their market value compared to Bella Vista; and the developer's golf course and perhaps its other owned areas get free lake water for irrigation. What the plans are for the developer's undeveloped hundreds of acres is not detailed in the Applications and permits. The applicant should be required to provide historical irrigation volume and rate data and projected irrigation volume and rate data for all of these locations classified by source and quality of water proposed.

5. Objection is made to failure to establish that the proposed water scheme will comply with the water scheme originally approved in the Harbor Hills Planned Unit Development ordinance, which contemplated one single, unified system with equality of service and rates for all.

6. Objection is made to the failure to provide system maps relating to each and every location here involved, including current home sites, future home sites, current commercial sites, future commercial sites, current recreational sites, future recreational sites, and all other lands owned by all of the Harbor Hills entities of each and every legal form, as the case may be, developer showing the ownership of each site and location, and outlining the types of water to be provided, by whom, at what charge, so that more specific objections may be made. **Request is made to keep the time for objections open until 30 days following notice of filing of such maps.**

7. Objection is made to the failure to supply the water conservation rate structure which was due 3/31/2011.

8. Objection is made to the failure to indicate the extent to which reclaimed water is available to Phase 6 and Phase 7.

9. Objection is made to the failure to provide the annual tabulated water usage data for 2009.

10. Objection is made to the failure of Permit 279 to state with clarity which functions it is proposed Harbor Hills Utility will perform and which functions Aqua Utility will perform under the proposal.

11. Objection is made that the proposal, the permits, the contract between the parties, and the Applications do not provide for a single , unified system of irrigation water service and rates for the entire Harbor Hills development, now and in the future.

For the foregoing reasons approval of the Aqua Applications is not in the public interest.

II. OBJECTIONS INVOLVING THE PROPOSALS AND THE PROPOSED CUSTOMER DEPOSIT TARIFF- ATTACHMENT 3.

1. Objection is made that the proposed tariff fails to distinguish between credit worthy versus the not credit worthy.

2. Objection is made that the proposed tariff fails to state who bears the costs for homes in foreclosure.

3. Objection is made that the proposed tariff fails to state the details of late fees, interest payments, notice of cut offs, cut-off procedures, and other aspects relating to delinquent accounts.

For the foregoing reasons approval of the Aqua Applications is not in the public interest.

III. OBJECTIONS INVOLVING THE PROPOSALS AND THE PROPOSED BILLING CYCLE AND FACILITY CHARGE- COUNSEL'S LETTER AT PARA. 7, P. 4.

1. Objection is made to the proposal to charge a facility charge each month.. The current facility charge is billed bi-monthly. To make the this a monthly fee unlawfully raises potable water rates to all Harbor Hills residents without a rate application and a rate hearing.

For the foregoing reason approval of the Aqua Applications is not in the public interest.

IV. OBJECTIONS INVOLVING THE PROPOSALS AND THE SECOND NOTICE

RECEIVED BY THIS PARTY ON MARCH 11, 2011-ATTACHMENT 6.

1. Objection is made to the lack of clarity of this notice relative to rates and charges. Are there 2 charges, 3 charges, or 4 charges, viz., Base Facility Charge, Gallonage Charge, General Service Charge, second Gallonage Charge. As a result of this lack of clarity, the entire matter should be re-noticed one more time before any additional action or procedure is taken in this matter.
2. Objection is made to a Base Facility Charge and a General Service Charge on a monthly basis, if these refer to potable water, as appearing to be unlawful rate increases as noted above.
3. Objection is made in its entirety to this notice if it relates in any form to potable water.
4. Objection is made to the failure to state commercial rates.
5. Objection is made to the failure to require commercial users to pay the entire cost relating to the difference between average minimum demand and average maximum demand, since the need to have and maintain a wastewater facility to accommodate the difference is due solely to the varying needs and volatility of demand of the commercial users, not the residential users.
6. Objection is made to the failure to calculate maximum commercial demand, the facilities related to service it, and the proper allocation of rates to accommodate same..

For the foregoing reasons approval of the Aqua Applications is not in the public interest.

V. OBJECTIONS INVOLVING THE PROPOSALS AND COUNSEL'S RESPONSE TO STAFF-NOTED DEFICIENCY #10.

1. Objection is made to the recital that all wastewater customers will be residential. See my letter of 3/12/2011.

For the foregoing reason approval of the Aqua Applications is not in the public interest.

VI. OBJECTIONS INVOLVING THE PROPOSALS AND COUNSEL'S RESPONSE TO STAFF-NOTED DEFICIENCY #11.

1. Objection is made to the apparent omission of all of the Harbor Hills commercial

entities from the calculations of customers, gallons, proposed wastewater rates, averages, projections, ERCs, build-outs, gallonage charges, and all other calculations.

2. Objection is made to the failure to state volumes of historical potable water usage at each of the commercial sites generally and separately.

3. Objection is made to the failure to state historical wastewater volumes of usage at each of the commercial sites generally and separately.

4. Objection is made to projections which omit the commercial entities now and into the future generally and separately.

5. Objection is made to the ERC calculation and assumptions and data underlying the calculations, to the extent counsel's response has overlooked them in his response and to the extent they are embodied in the Applications.

For the foregoing reasons approval of the Aqua Applications is not in the public interest.

VII. OBJECTIONS INVOLVING THE PROPOSALS AND CUSTOMER DEPOSITS- ATTACHMENT 7.

1. See Section II above which objections are incorporated here.

For the foregoing reasons approval of the Aqua Applications is not in the public interest.

VIII. OBJECTIONS INVOLVING THE PROPOSALS AND THE DEPARTMENT OF ENVIRONMENTAL PROTECTION PERMIT- ATTACHMENT 8.

1. Objection is made to failure to file a copy of an application to renew this permit, said application having been due 3-2-2011, 180 days prior to the expiration of the permit.

2. Objection is made for failure to file an updated capacity analysis required as a part of the renewal application.

3. Objection is made for failure to file a detailed operation and maintenance performance report required as a part of the renewal application.

4. Counsel has referred to Harbor Hills Utility "currently installing additional required

water plant to the existing plant". In this connection objection is made for failure to file its application for revision of the permit as required at Para. 16 of the permit which would establish the facts of the need and the condition of the plant.

For the foregoing reasons approval of the Aqua Applications is not in the public interest.

IX. OBJECTIONS INVOLVING THE PROPOSALS AND COUNSEL'S RESPONSE TO STAFF-NOTED DEFICIENCY #15.

1. Objection is made for failure to provide the maps for water and wastewater and irrigation water called for on a timely basis enabling review and objections as required or indicated.

2. Objection is made for failure to disclose and include system maps for water and wastewater and irrigation water for the many hundreds of developable acres owned by the Harbor Hills entities for development to the north of Lake Griffin Rd.

3. Objection is made for failure to disclose and include system maps for water and wastewater and irrigation water for the yet to be platted acres between the shores of Lake Griffin and Lake Griffin Rd.

4. Objection is made to the failure to disclose and include system maps for all irrigation lines and indicating which are using potable water and which are using surface water and which are using reclaimed water from Lake Griffin, to all Harbor Hills areas currently and into the future, including but not limited to the areas around the commercial entities, the golf course areas, the tennis court areas, the driving range areas, the recreational areas, the Blue Top recreational area, the commercial area, boulevard areas, hardscape areas at Village entries, the 3 entry gate areas, the Bella Vista entry gate area, the club house park area, the swimming pool area, the marina area.

For the foregoing reasons approval of the Aqua Applications is not in the public interest.

X. OBJECTIONS INVOLVING THE PROPOSALS AND THE CONTRACT BETWEEN AQUA AND HARBOR HILLS

1. Objection is made to the proposal as set forth at Para. 1.2 (b) of the contract which provides that Harbor Hills retains an insufficient part of the Consumptive Use Permit relating to the golf course and does not retain any of the Utility Usage Permit [Permit 279], see part II above, thereby failing to create a uniform system for irrigation water service and rate structure for the entire Harbor Hills development.

2. Objection is made to the assumptions and accounting conventions that lead to the

conclusion at Para. 1.3 that the water service asset is worth in excess of \$500,000 as compared with the values placed upon the other assets being purchased.

3. Objection is made to the failure of Para. 1.4 to provide that Harbor Hills is bound by, and Aqua assumes in their entirety the provisions of Lake County ordinance 44-90 including, but not limited to, failing to recite the requirements of Para. V., 2, E. of said ordinance.

4. Objection is made to the provisions of Para. 7.1 and to the proposal generally since they fail to provide clarity, detail, and fairness concerning the future plans and expectations for potable water, irrigation water, and wastewater service and rate structure for the entire Harbor Hills development. For example, the fact that Harbor Hills Utility charges a certain residential area in Harbor Hills called "the Blue Tops" for irrigation water from the lake, and at its option, may or may not charge Phase 6 and Phase 7 of Bella Vista, and charges most other residents for potable water for irrigation, and at its option may or may not charge the golf course, common areas and lands owned by the developer for irrigation water (whether potable, surface or reclaimed) is a balkanized system with an uncertain future to the detriment of homeowners. These ambiguities must be corrected and a single system of potable and irrigation water and single rate structure equal for everyone for the entire development must be required.

For the foregoing reasons approval of the Aqua Applications are not in the public interest.

XI. OBJECTIONS INVOLVING THE PROPOSALS AND THE PRINCIPLES ENUNCIATED IN COHN V. THE GRAND CONDOMINIUM ASSOCIATION.

1. Approval of the proposals here would amount to an unlawful amendment of the contractual arrangement governing Harbor Hills contained in the declarations of Harbor Hills and the Harbor Hills Planned Unit Development ordinance concerning the economic structure and water utility framework of Harbor Hills. As such it would violate the legal and constitutional standards of the recent Florida Supreme Court case of Cohn v. The Grand Condominium Association. See Cohn v. The Grand Condominium Association, (Florida Sup. Ct. 3/31/2011). Specifically the contractual arrangement set out in the declarations and the Planned Unit Development (PUD) ordinance for Harbor Hills that authorized its creation, specifies expressly one unified system of service and rates for the entirety of Harbor Hills homeowners for potable water, and irrigation water.

The Commission, at the behest of the Applicant and in collaboration with the conditional agreement it has with Harbor Hill Utility, is being asked to approve a "checker board" quilt of services and rates, for irrigation water depending on a homeowner's location

within Harbor Hills. This outcome violates Article II, A. 1. Of the Harbor Hills PUD authorization, Lake County ordinance 44-90, which provides in pertinent part as follows: “A central water treatment plant shall be provided *to serve the entire development.*” [emphasis supplied].

It must also be highlighted that from the beginning of Harbor Hills, in Phase 1, all the way through to phase 5, all homeowners were in these 5 phases of the development, (with the exception of the “Blue Tops” that are charged a fee for surface water) and still are to this day, required by the design and construction of Harbor Hills to use expensive potable water from the water treatment facilities for irrigation of their lawns. And they are trapped and estopped by the declarations from drilling their own wells.

Under the proposal before the Commission the homeowners of Bella Vista Phases 6 and 7 which are in the very early stages of build-out, having just 4 of 140 planned homes presently, as well as the developer’s commercial areas or at least some, apparently will get free surface water for irrigation, the residents of the “Blue Tops” will get surface water but pay for it, and the remaining current residents, 450 or so, will bet expensive potable water to irrigate with. This outcome amounts to a radical and unlawful violation of the Harbor Hills scheme of uniformity required by its declarations and the PUD ordinance which is according to its terms “...*shall constitute a covenant running with the land... and shall be binding upon the present owner and any successor, and shall be subject to each and every condition herein set out.* Ordinance 44-90, art. V, 2. C (emphasis supplied). This violates the principles set forth in Cohn.

2. Objection is also made bases upon the fact that the proposal before the commission, or related proposals, affecting all Aqua water customers, appears also to throw the Harbor Hills rate structure now, or in the near future, into a pool of water utilities owned by Aqua throughout Florida or throughout central Florida that will impose socialized high rates on Harbor Hills. Harbor Hills is a Planned Unit Development with a contractual, legal and water framework of its own. To attempt to spread rates across disparate water systems that has no conceivable relationship the Harbor Hills PUD and has every conceivable relationship to the business interests of Aqua. This, too, outcome would violate the legal principles and requirements in Cohn.

3. Without waiving the foregoing legal claims for complete application of Cohn principles, objection is also made that the Applications make no attempt whatsoever to provide a development-wide system of irrigation water, as required under the declarations, the PUD, and the reasoning of Cohn.

4. Without waiving the foregoing legal claims for complete application of the Cohn principles, at a minimum the Commission should require Aqua and the developer to create a an “entire development-wide” scheme for the sharing of irrigation water costs

with equalized water rates by volume for all irrigation water users in the “entire development” regardless of water source and quality assessable against all homes and future homes in Harbor Hills. Anything less would do violence to the homeowners rights based upon the promise of equal protection of law, and, in this case, contract and constitutional due process considerations, and, frankly public interest considerations as well.

For the foregoing reasons approval of the Aqua Applications is not in the public interest.

XII. MISCELLANEOUS OBJECTIONS TO THE PROPOSALS.

1. Objection is made to proposals based upon the fact that the developer retains present and future unilateral control to amend the declarations of Harbor Hills in any manner, including matters involving potable water, surface water, irrigation water, and including such future changes as might economically benefit the developer and harm homeowners. The variety of such changes that the developer might contemplate is presently unknowable. But the existence of the developer’s power to amend declarations, to apply for creative permit conditions, and to pursue its economic advantages is clear and present. It must also be remembered that the Harbor Hills Homeowners’ Association remains developer-controlled.

2. Objection is made based upon the homeowners’ economic disadvantage created in the Harbor Hills declarations by the provision prohibiting homeowners from drilling their own water wells, although on information and belief, Lake County would approve the same, absent the declarations.

3. Objection is made to the proposals based upon the reality or future risk of inclusion of Harbor Hills’ homeowner’ water rates in a statewide or region wide Aqua rate scheme designed to spread or average costs from high cost systems among the water utilities it owns to lower cost systems, because Harbor Hills has a low cost system and Harbor Hills residents should enjoy the benefit of the bargain they entered into when they purchased their homes in Harbor Hills, said purchases benefiting from the declarations and contractual obligations then existing at the time of purchase and the express and implied promises relating thereto. The practice of averaging capital, operating, and maintenance costs, rates of return, and rate structures across multiple water systems will unfairly raise water rates to Harbor Hills residents and have a negative effect on the resale value of Harbor Hills homes.

For the foregoing reasons approval of the Aqua Applications is not in the public interest.

XIII. OBJECTIONS INVOLVING THE PROPOSALS AND THE AQUA HISTORY OF SERVICE COMPLAINTS: AND REQUEST TO TAKE JUDICIAL NOTICE.

1. Objection is made to the proposals herein on the basis of all facts and information admissible under the administrative rules of evidence, contained in the files and records and data heretofore filed in all dockets and proceedings in the possession of the Florida Public Service Commission relating in any manner to customer complaints from Florida consumers about Aqua Utilities Florida, its history of service, its rates, and its business model. Request is made that the Commission take judicial/administrative notice of all of said facts and information in its consideration of this matter.

For the foregoing reasons approval of the Aqua Applications is not in the public interest.

Very truly yours,



Peder Hong
5400 Saddleback Ct.
Lady Lake, Fl. 32159

Cc: D. Bruce May, Jr.
315 South Calhoun St.
Suite 600
Tallahassee, Fl. 32301

Peder Hong
5400 Saddleback Ct
Lady Lake FL 32159-6035

Frank Patti Service Commission
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