

**Diamond Williams**

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**From:** Kenneth Curtin [Ken.Curtin@arlaw.com]  
**Sent:** Monday, April 11, 2011 1:22 PM  
**To:** Filings@psc.state.fl.us  
**Cc:** D. Bruce May, Jr.; dbussey@hotmail.com; Kelly Sullivan, Esquire; KELLY.JR@leg.state.fl.us; kajoyce@aquaamerica.com; Patty Christensen (Christensen.patty@leg.state.fl.us); Robert Lloyd; William Coakley  
**Subject:** Aqua Utilities Florida, Inc. Rate Action (Dkt. No. 100330-WS) - Exhibit A to Memorandum  
**Attachments:** 3498\_001.pdf

Electronic Filing

a. Person Responsible for this electronic filing:

Kenneth M. Curtin, Esquire  
Adams and Reese LLP  
150 Second Avenue North, Suite 1700  
St. Petersburg, Florida 33701  
Direct: (727) 502-8261  
E-Fax: (727) 502-8961  
[kenneth.curtin@arlaw.com](mailto:kenneth.curtin@arlaw.com)

b. Docket No. 100330-WS

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

c. Document being filed on behalf of YES Companies, LLC d/b/a Arredondo Farms

d. There is a total of 85 pages

e. The document attached for electronic filing is YES Companies, LLC d/b/a Arredondo Farms' Notice of Filing of Exhibit "A" Complaint Forms and Resident Interviews in Conjunction with its Memorandum of Law in Opposition to Aqua Utilities Florida, Inc.'s Rate Increase Application

Thank you for your cooperation and attention to this matter.

Kenneth M. Curtin, Esquire  
Adams and Reese LLP  
101 E. Kennedy Boulevard, Suite 4000  
Tampa, Florida 33602  
Main: (813) 402-2880  
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DOCUMENT NUMBER-DATE  
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4/11/2011

[kenneth.curtin@arlaw.com](mailto:kenneth.curtin@arlaw.com)  
[www.adamsandreese.com](http://www.adamsandreese.com)

## ADAMS AND REESE LLP

**Baton Rouge | Birmingham | Houston | Jackson | Memphis | Mobile | Nashville | New Orleans | Sarasota | St. Petersburg | Tampa | Washington, D.C.**

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4/11/2011

**BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**

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

DOCKET NO. 100330-WS

Filed: April 11, 2011

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**INTERVENER, YES COMMUNITIES, INC. D/B/A  
ARREDONDO FARMS', NOTICE OF FILING OF EXHIBIT "A" COMPLAINT  
FORMS AND RESIDENT INTERVIEWS IN CONJUNCTION WITH ITS  
MEMORANDUM OF LAW IN OPPOSITION TO AQUA UTILITIES FLORIDA,  
INC.'S RATE INCREASE APPLICATION**

Intervener, Yes Communities, Inc. d/b/a Arredondo Farms ("YES"), by and through its undersigned counsel, files this its Notice of Filing of Exhibit "A" Complaint Forms and Resident Interviews in Conjunction with its Memorandum of Law in Opposition to Aqua Utilities Florida, Inc.'s Rate Increase Application on the date provided below in the Certificate of Service.

Respectfully submitted,

ADAMS AND REESE, LLP  
David S. Bernstein, Esquire and  
Kenneth M. Curtin, Esquire  
150 Second Avenue North, Suite 1700  
St. Petersburg, Florida 33701  
Direct: (727) 502-8261  
E-Fax: (727) 502-8961  
[Kenneth.curtin@arlaw.com](mailto:Kenneth.curtin@arlaw.com)

By: s/David S. Bernstein  
David S. Bernstein  
FL Bar No. 454400  
s/ Kenneth M. Curtin  
Kenneth M. Curtin  
FL Bar No. 087319  
Attorneys for Intervener Yes

**CERTIFICATE OF SERVICE**

I HEREBY CERTIFY a true and correct copy of the foregoing has been furnished via email (where provided below) and U.S. Mail on April 11, 2011 to: **Kimberley A. Joyce, Esq.**, Aqua American, Inc., 762 West Lancaster Avenue, Bryn Mawr, PA 19010 ([kajoyce@aquaamerica.com](mailto:kajoyce@aquaamerica.com)); **D. Bruce May, Jr., Esq.**, P.O. Box 810, Tallahassee, Florida 32302-0810 ([bruce.may@hkllaw.com](mailto:bruce.may@hkllaw.com)); **J.R. Kelly, Esq. and Patty Christensen, Esq.**, Office of Public Counsel, c/o Florida Legislature, 111 W. Madison Street, Room 812, Tallahassee, Florida 32399-1400 ([Kelly.jr@leg.state.fl.us](mailto:Kelly.jr@leg.state.fl.us)) and [Christensen.patty@leg.state.fl.us](mailto:Christensen.patty@leg.state.fl.us); **Robert Lloyd**, P.O. Box 63, Captiva, Florida 33924 ([RLloyd1@aol.com](mailto:RLloyd1@aol.com)); **William Coakley**, 5934 Lake Osborne Drive, Lantana, Florida 33461 ([wdco@comcast.net](mailto:wdco@comcast.net)); **David L. Bussey**, 4948 Britni Way, Zephyrhills, Florida 33541 ([dbussey@hotmail.com](mailto:dbussey@hotmail.com)); **Kelly Sullivan, Esq.**, 570 Osprey Lakes Circle, Chuluota, FL 32766-6658 ([kelly.sullivan.woods@gmail.com](mailto:kelly.sullivan.woods@gmail.com)).

s/ Kenneth M. Curtin  
Attorney

March 23, 2011

Statement regarding interview with Resident  
By Kim Kurz, Director of Special Projects, Yes Communities, Inc

Michelle Einmo: 7117 SW Archer Rd. #2604  
352-374-9555

Met with Michelle Einmo at her home to discuss the water provided by AQUA Utilities. Michelle, her husband Eric, and their 3 children have lived in their home in the community since October 2006. They own their home and purchased it new.

Michelle's first concern is regarding her children's dental history. When her family moved to Arredondo Farms her oldest daughter was 7 years old; her son was 1; and her 2 year old was born after they moved in. Her daughter had no cavities when they moved to Arredondo. She now has 3 fillings. Her middle son has 9 cavities and 2 of them require crowns. Her youngest already has one cavity. She wants to know whether the water has to contain certain levels of fluoride. She is willing to pull together dental records if necessary.

They have experienced very hard water. It leaves a film and spots on everything. It requires extra expenses for detergent and cleaners. In addition, it has ruined a number of her appliances. The home is just out of warranty. Her hot water heater keeps tripping the breaker. They believe it needs to be replaced due to sediment from the water. Their refrigerator water line is clogged and frozen. The dishwasher jet dry pump is clogged or jammed. She has replaced her coffee maker due to deposits that no longer was able to be cleaned.

In about 2008, they received a bill from AQUA for \$999,000 which was obviously an error. After speaking to a number of levels of supervisors in the customer service department, someone agreed to correct the problem. The problem was due to the meter being swapped for a new one. The beginning reading was from the old and the ending from the new resulting in a full meter turn and usage of millions of gallons. The Einmo's thought they had the problem rectified but later began receiving collection calls from AQUA regarding their outstanding balance. Unfortunately it happened so long ago, they no longer have copies of their bills.

Finally, this family of 5 pays on average about \$180-200 for water each month. A 40-50% increase from only a couple years ago. This in addition to purchasing bottled water is extreme.

  
Kim Kurz Date 3/23/11

This statement is true and accurate.

\_\_\_\_\_  
Michelle Einmo

\_\_\_\_\_  
Date

Attachment(s): Original complaint filed with Arredondo Farms office



Water and Sewer Utility Services Complaint Form

\*Name: Michelle Finno
\*Address: 7117 SW Archer Rd
Lot 2604 Gainesville, FL 32608
Telephone: 352-374-9555
\*Provider: AQUA Utilities Inc.
\*Account # (found on your water bill): 0009049390649259

\*Reason of complaint (check all that apply):

- Poor water quality
Low water pressure
Broken water meter
Other (Please explain)

the hardness test is 25 and it is coating the dish & clothing which requires extra expenses for detergent & cleaners. The water is also leaving a film & spots on my windows & plants when using the sprinkler.

\*Signature: Michelle R

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

Or file an electronic complaint at: http://www.psc.state.fl.us/consumers/complaints/

Work Order

EXTENDED WARRANTY
\$100 DISHWASHER - SET DAY PUMP JAMMED.
REFRIGERATOR
\*Required field

Water keeps freezing

CAVITIES.

NOISE
POL
Oct 2006

3 HOURS
2005 SON WAS 1
2009 2 YOUNG DIDS
NO OTHER PROBLEMS UNDER

FEDERAL LEVEL.

DAUGHTER MORE 'N L 6 -
MOM MORE 'N L 5.

COFFEE POT USE
TURNS 2 1/2
HOURS A DAY.

SO FAR
I have had

problems with all my appliances that require using the water because of clogging and corroding.

March 22, 2011

Statement regarding interview with Resident

By Kim Kurz, Director of Special Projects, Yes Communities, Inc

Kathleen Delano: 7117 SW Archer Rd. #34  
352-871-7205

Met with Kathleen Delano at her home to discuss her water provided by AQUA Utilities. She rents her home from the community. She had several complaints.

First was regarding the rate. Her household has 4 people. She currently pays \$180-200 per month for average bill.

Second complaint was regarding the water quality. Kathleen is helping to raise her 4 month old grand-daughter. She stopped using the water directly from the tap after her grand-daughter got sick to her stomach after having formula prepared with the water. She purchases bottled water for any cooking and consumption.

While I was there, Kathleen wanted me to read a notice from AQUA that she received in the mail. It was regarding a rate change to be effective April 1, 2011. It stated to look up the proper schedule to see the rate change. Arredondo is in Group 4 for water yet the notice did not include a schedule for Group 4. Not to mention on the schedules they are called "Band" not "Group".

Finally, Kathleen stated that when she called the customer service line for AQUA, the representative was very rude and was unable to assist with her problem.

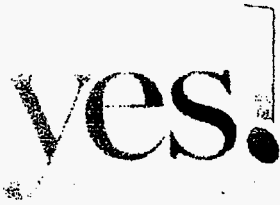
  
Kim Kurz

3/23/11  
Date

This statement is true and accurate.

  
Kathleen Delano 3-23-11  
Kathleen Delano Date

Attachment(s): Original complaint filed with Arredondo Farms office and PSC website  
Mailing from AQUA regarding rate change effective April 1, 2011



Price  
Amount

Water and Sewer Utility Services Complaint Form

12/13  
064  
09

Date 11-3-10

Name Kathleen Delano 34

Address: 7117 SW Archer  
Rd, Gainesville, Fla. 32608

Telephone: 352-871-7205

Provider: AQUA Utilities Inc.

Account # (found on your water bill): 0081612969 0649331

Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter

Other (Please explain)

- bills 2 high
- Bills were because 4 mos old got sick
- Customer service - rude.
- bills too high. 4 people.

Signature: Kathleen Delano

For more information on the following methods to file a complaint with Florida Public Service Commission:

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints>.

Printed Name





June



OKH  
RENTURE

Water and Sewer Utility Services Complaint Form

*JKL*  
\*Name: Jarvis

\*Address: 7117 SW Archer Rd  
#2

3 yrs

Telephone: 352-262-8609

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 0014710770649095

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

won't drink the water -  
it is disgusting - It looks like it  
has stuff in it.

\*Signature: 

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field

March 22, 2011

Statement regarding interview with Resident  
By Kim Kurz, Director of Special Projects, Yes Communities, Inc

Beverly Jane Turner: 7117 SW Archer Rd #2409  
352-226-5997

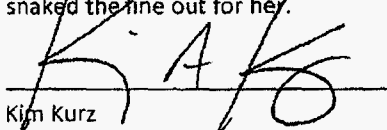
Met with Beverly Jane Turner at her home to discuss her water provided by AQUA Utilities. She owns her home and rents the site from the community. She had several complaints.

First was regarding the rate. Her household has 3 people. She currently pays \$118-128 per month for average bill. When she moved into the community in 1993 her water bill was \$8.

Second complaint was regarding the water quality. Beverly will not drink or use the water directly from the tap. She states that the water often has flakes of what looks like dandruff in the water. She has purchased a Brita picture and filters all water she consumes, to include the water she uses for brushing her teeth.

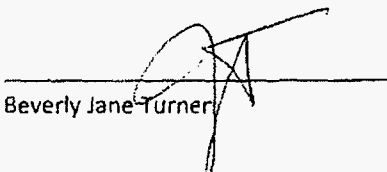
Several months ago, she had an unexplained charge on her bill. When she called AQUA they stated she would need to pay it or have her water turned off. She paid it but believes it was from a home behind her that was moved out.

Finally, she shared complaints about her sewer services. She often experiences smells from the treatment plant. She also experienced a sewer back up into her tub. Despite calling AQUA regarding the problem, the problem still persisted over 3 days. The problem was corrected by her ~~daughter~~<sup>SISTER</sup> who snaked the line out for her.

  
\_\_\_\_\_  
Kim Kurz

3/22/11  
Date

This statement is true and accurate.

  
\_\_\_\_\_  
Beverly Jane Turner

3/23/11  
Date

Attachment(s): Original complaint filed with Arredondo Farms office



204  
91

Water and Sewer Utility Services Complaint Form

\*Name: Beverly Jane Turner  
 \*Address: 7117 SW Archer Rd #24091  
Gainesville FL 32608  
 Telephone: 352-226-5497  
 \*Provider: AQUA Utilities Inc.  
 \*Account # (found on your water bill): 000906883006219212

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)  
Too high Bills

- MOVED IN FB
- 9118 - 128
- 3 PEOPLE.

\*Signature: Beverly J. Turner

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

- SEWER SMELL FROM PLUMB  
 SEWER BACKUP  
 USES BRITA - DANGEROUS  
 BRUSH TEETH w/ <sup>?</sup>  
 \*Required field

1 Put a branch from home behind line  
had to.

March 22, 2011

Statement regarding interview with Resident  
By Kim Kurz, Director of Special Projects, Yes Communities, Inc

Lola Ferguson:           7117 SW Archer Road #2010  
                                  352-371-9043

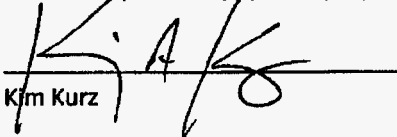
Met with Lola Ferguson at her home to discuss the water provided by AQUA Utilities. She has owned her home in the community since September 1999. She had several complaints.

Her first complaint is about sand in her water lines. She had to have her water heater replaced in June 2010 because of sand inside. She was experiencing low water pressure. She had to get her lines cleaned and replaced in her guest bathroom. The lines were full of sand.

She attended the hearings that the PSC held in Gainesville regarding the last AQUA rate increase. She spoke about the sand in her lines. An AQUA representative promised her he would coordinate getting her lines flushed and nothing ever happened.

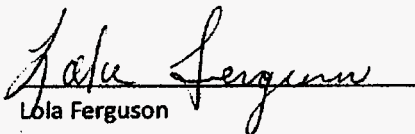
Lola does not drink the water unless she has boiled it.

She has also experienced a billing problem. She was given a notice of an unpaid balance that she had paid. They shut her water off. It was off all weekend. They turned it back on when they found out they had not applied the payment properly.

  
Kim Kurz

3/23/11  
Date

This statement is true and accurate.

  
Lola Ferguson

3/23/2011  
Date

Attachment(s):           Original complaint filed with Arredondo Farms office and PSC website



Water and Sewer Utility Services Complaint Form

Date: 12/6/2010

\*Name: Lola Ferguson

\*Address: 4117 S.W. Archer Rd - 2010  
Gainesville FL 32608

Telephone: (352) 371-9043

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 6649106

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure - sometimes
- Broken water meter
- Other (Please explain)

I had to replace my hot water, do to sand inside the tank. I also had to get all the line replaced in my guest bathroom and you could the sand spurt over the floor on the wall. I report this to Aqua several times you give

\*Signature: Lola Ferguson

You may also use the following methods to file a complaint with Florida Public Service Commission

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

me run around. I attend the hearing. I spoke with an inspector at the time of the meeting and he promise me he would get some out to flush my lines. I never seen him. You do any and everything they can do to avoid the problem. I want them to come inside to see the problem. That is why I am filing this complaint do it and I can show them what I have done.

no

lines,  
pressure

12/3

July - new  
for water lines

\*SMD -  
- offered to  
flush lines.

LOW PRESSURE

Don't drink  
water unless  
boiled.

WENT WEEKS  
WO WORK -  
DID NOT APPLY  
PRIMING  
CORRECTLY

Feb 2:30  
Hot tap  
flush

NOT SEEING  
CALCUM STUFF  
NEAR TREATMENT  
SUMP PUMP.

2:30

that these consumers, they care about money, were  
paying them for service then they should give us  
service and not the run around. Put blame on  
body but them selves. I believe these times need  
to be change. They know it and won't do it.







ROL  
(01)

Water and Sewer Utility Services Complaint Form

\*Name: Virginia Witt

\*Address: 2117 SW Archer Rd Lot #2602  
Gville Fl. 32608

Telephone: 352 ~~330-0808~~ 375-1213

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 000906936 0649257

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

It was one BUT DID NOT LIKE  
COMPLAIN - TELL TO POND  
COULD NOT HANDLE.  
Put new softener  
\$39/mo system. in.  
+ salt \$15/mo.

taste terrible - spot's on everything  
Had to get water softener which i CANNOT AFFORD!!!

\*Signature: Virginia Witt

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

1 Person \$125.00  
4000 Gallons

23  
9  
12

1800  
2000

\*Required field



Service To:  
**VIRGINIA WITT**  
**7117 SW ARCHER RD UNIT 2602**  
**GAINESVILLE, FL 32608-4600**  
**Lot: 13261658 Block:**

Account Number  
**000906936 0649257**  
 ARREDONDO FARMS  
 1336588 PWSID # FL2010042

**Aqua Utilities Florida, Inc.**  
 762 W. Lancaster Avenue  
 Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**  
 Fax: **866.780.8292**  
 e Mail: **custserv@aquamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date **March 14, 2011** Total Amount Due **\$ 125.45** Current Charges Due Date **April 05, 2011**

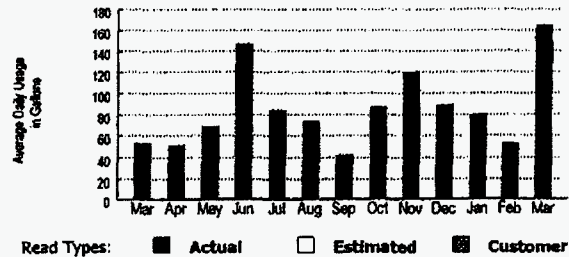
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56584510	5/8	03/08/11	29	Actual	142000	142950	4,800 Gallons
		02/08/11		Actual	137200		
Average Daily Usage = 165 Gallons		Total Days: 29		Total Usage:		4,800	Gallons

**Billing Detail**

Amount Owed from Last Bill.....	\$ 75.46
Total Payments Received.....	75.46
<b>Remaining Balance.....</b>	<b>0.00</b>
Water Base Facility Charge.....	15.71
4,800 gallons @ \$0.00731 per gallon.....	35.09
Current Water Charges.....	50.80
Sewer Base Facility Charge.....	35.44
4,800 gallons @ \$0.00711 per gallon.....	34.13
Current Sewer Charges.....	69.57
Utility Tax.....	5.08
<b>Amount Due.....</b>	<b>\$ 125.45</b>

**Water Usage History**



**Message Center** (see reverse side for other information)

- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

Keep top portion for your records.  
 Return this portion with your payment.

**AQUA Water/Sewer Bill**

**Aqua Utilities Florida, Inc.**  
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:  
**VIRGINIA WITT**  
**7117 SW ARCHER RD UNIT 2602**  
**GAINESVILLE, FL 32608-4600**  
**Lot: 13261658 Block:**

Account Number  
**000906936 0649257**  
 Amount Due **\$ 125.45** Withdrawn On or After  
**April 05, 2011**

Seq=31948 Cyc=33M9 1up=985060 31946 1 AB 0.360

0846257

\*\*\*AUTO\*\*ALL FOR AADC 320 C 95 P 127  
 VIRGINIA WITT  
 7117 SW ARCHER RD LOT 2602  
 GAINESVILLE FL 32608-4654



**Do Not Pay**  
 Your bill will be paid through ZipCheck  
 Automatic Payment Program.

00090693606492570000000125451



yes!

\* { DID NOT RENEW

DATE  
12/13

12/13

Water and Sewer Utility Services Complaint Form

Date 12-6-10

\* Name: Shirley Ann Hall

\* Address: 7117 SW Archer Rd  
Lot # 2607 Gainesville FL 32608

Telephone: 352 301-2416

\* Provider: AQUA Utilities Inc.

\* Account # (found on your water bill): 0016127100649262

\* Reason of complaint (check all that apply):

Poor water quality  
 Low water pressure

Broken water meter

Other (Please explain)

Bill too much money for water

Signature: Shirley Ann Hall

You may use the following methods to file a complaint with Florida Public Service Commission:

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints>

Revised 6/07



Service To:  
**SHIRLEY HALL**  
**7117 SW ARCHER RD UNIT 2607**  
**GAINESVILLE, FL 32608-4656**  
**Lot: 13261462 Block:**

Account Number:  
**001612710 0649262**  
 ARREDONDO FARMS  
 1336568 PWSID # FL2010042

**Aqua Utilities Florida, Inc.**  
 762 W. Lancaster Avenue  
 Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**  
 Fax: **866.780.8292**  
 e Mail: **custserv@aquaaamerica.com**

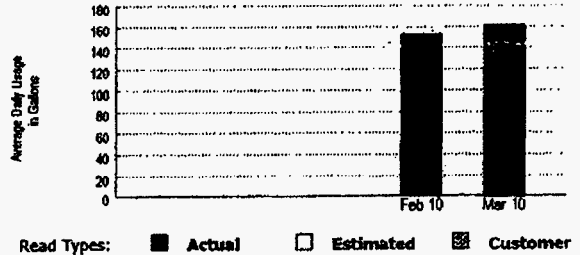
Questions about your water/sewer service?... Contact us before the due da  
 Bill Date **March 16, 2010** Total Amount Due **\$ 131.88** Current Charges Due Date **April 07, 2010**

Meter Data		Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
		56584450	5/8	03/12/10	32	Actual	179400	5,200	Gallo
				02/08/10		Actual	174200		
Average Daily Usage = 162 Gallons				Total Days: 32		Total Usage:		5,200	Gallo

**Billing Detail**

Amount Owed from Last Bill .....	\$ 45.09
Total Payments Received .....	45.09
<b>Remaining Balance .....</b>	<b>0.00</b>
Water Base Facility Charge .....	15.71
5,000 gallons @ \$0.00731 per gallon .....	36.55
Next 200 gallons @ \$0.00898 per gallon .....	1.80
Current Water Charges .....	54.06
Sewer Base Facility Charge .....	35.44
5,200 gallons @ \$0.00711 per gallon .....	36.97
Current Sewer Charges .....	72.41
Utility Tax .....	5.41
<b>Amount Due .....</b>	<b>\$ 131.88</b>

**Water Usage History**



**Message Center** (see reverse side for other information)

- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

Keep top portion for your records.  
 Return this portion with your payment.

**AQUA Water/Sewer Bill**

Aqua Utilities Florida, Inc.  
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:  
**SHIRLEY HALL**  
**7117 SW ARCHER RD UNIT 2607**  
**GAINESVILLE, FL 32608-4656**  
**Lot: 13261462 Block:**

Account Number  
**001612710 0649262**  
 Amount Due **\$ 131.88** Current Charges Due Date **April 07, 2010**

Seq=37720 Cye=33M9 1up=839581 37720 1 MB 0.382

0649262

\*\*\*\*\*AUTO\*\*MIXED AADC 189 C 124 P 162  
 SHIRLEY HALL  
 PO BOX 5824  
 GAINESVILLE FL 32627-5824



Amount Enclosed  
 \$

Please make check payable to Aqua Util. FL.  
 Print your account number on your check,  
 then mail to address on back.

00161271006492620000000131886



March 22, 2011

Statement regarding interview with Resident  
By Kim Kurz, Director of Special Projects, Yes Communities, Inc

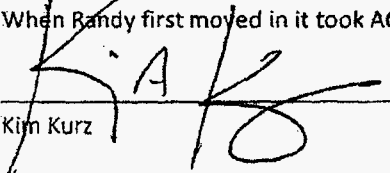
Randy Andersen: 7117 SW Archer Rd #2331  
352-682-5443

Met with Randy Andersen at the office to discuss his water provided by AQUA Utilities. He has owned his home in the community since June 2008. He had several complaints.

First was regarding the rate. His household has 2 people. He currently pays \$85-100 per month for average bill.

Second complaint was regarding the water quality. He has experienced a very high level of calcification in the appliances and plumbing of his home. He stated that the calcium build up has plugged his water lines on several occasions creating very low pressure until cleaned out. He has had to replace his hot water heater due to the calcium build up and corrosion. His shower heads clog frequently, requiring removal and cleaning. This is an extreme amount of maintenance and cost as a result of the poor water quality.

When Randy first moved in it took AQUA 3 weeks to fix a leak near the meter at his home.

  
Kim Kurz \_\_\_\_\_ 3/22/11  
Date

This statement is true and accurate.

*RANDY SENT  
ITS OWN SUMMARY  
VIA E-MAIL  
W/ PICTURES*  
\_\_\_\_\_  
Randy Andersen Date

Attachment(s): Original complaint filed with Arredondo Farms office and PSC website



NO  
6/21/2008  
12/13

Water and Sewer Utility Services Complaint Form

Date: 12/02/2010

\*Name: RANDY N ANDERSEN

\*Address: 7117 SW Archer Rd  
#2331

Telephone: 352-682-5443

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 001474750 0649201

\*Reason of complaint (check all that apply):

- Poor water quality *Very Poor*
- Low water pressure

Broken water meter

Other (Please explain)

3/22/11

- COST IS TOO HIGH - Issues on Appliances.
- HIGH LEVEL CALCIFICATION - Had a LEAK A NETRE
- PLUGGING UP LINES AND TOOK 3 HOURS.

\*Signature Randy Andersen

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



ROL

Water and Sewer Utility Services Complaint Form

\*Name: Barbara Walsh  
\*Address: 7117 SW Archer Rd L-4  
Gainesville FL 32608  
Telephone: 352 505-6248

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 2014317880649336

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

poor customer service, high bills, low water pressure, too much chlorine in water ruins appliances i.e. coffee maker, dishwasher, shower heads

\*Signature: Barbara Walsh

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



ROL  
12/13

Water and Sewer Utility Services Complaint Form

Date: 12/7/10

\*Name: MICHAEL COCHRAN

\*Address: 7117 SW Archer Rd. Lot 11  
Grinesville, FL 32608

Telephone: 352-316-5508

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 000906675 0649035

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter

Other (Please explain)

RATES TOO HIGH, \$70.00 A MONTH AND MORE  
IS WAY TOO MUCH FOR A WATER BILL  
FOR ONE PERSON, PLUS THE WATER IS HORRIBLE.

\*Signature: 

You may also use the following methods to file a complaint with Florida Public Service Commission

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field





12/13

120

Water and Sewer Utility Services Complaint Form

Date: 12/3/2010

\*Name: MERCEDES BRAGOSO

\*Address: 7117 S.W. ARCHER RD. #120  
GUILLE, FL. 32608.

Telephone: 371-0507

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 000906686-0649046

\*Reason of complaint (check all that apply):

- Poor water quality I BUY WATER TO DRINK & COOK.
- Low water pressure
- Broken water meter
- Other (Please explain)

THE WATER BILL IS EXTREMELY TO HIGH,  
I AM BY MY SELF AND SPEND NO MUCH  
WATER, WHY MY BILL IS ALWAYS SO HIGH.  
I GOT NO WATER LIQUIN

\*Signature: Mercedes Bragos

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



120

Water and Sewer Utility Services Complaint Form

\*Name: Patricia Samuels  
\*Address: 7117 SW Archer Rd #13  
Gainesville, FL 32608  
Telephone: 352-391-8992 375-8993  
\*Provider: AQUA Utilities Inc.  
\*Account # (found on your water bill): 0009066970649056

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

I believe that Aqua Utilities is being dishonest with their water prices. I have spoken to many other people of other water companies & our prices are at least double. This should be illegal.

\*Signature: P Samuels

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



no

Water and Sewer Utility Services Complaint Form

\*Name: Betty Woodard

\*Address: 7117 SW Archer Rd #15

Telephone: 352-225-3110

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 000906720 0649076

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

Dirt in Water

\*Signature: Betty Woodard

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



10

Water and Sewer Utility Services Complaint Form

\*Name: Chris Niblett  
\*Address: 7117 SW Archer Rd # 24  
Gainesville, FL 32608  
Telephone: 352-219-6343  
\*Provider: AQUA Utilities Inc.  
\*Account # (found on your water bill): 0009068750649204

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

① Doubled the price; my bill went from \$80 - 160 & no leaks were found  
② I called & complained to aqua source & they said for me to contact my state regulator

\*Signature: CR Niblett

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



024

Water and Sewer Utility Services Complaint Form

\*Name: RAYMOND GARONE JR  
 \*Address: 7117 SW ARCHER RD Lot 26  
GAINESVILLE FL 32608  
 Telephone: 352-258-8657  
 \*Provider: AQUA Utilities Inc.  
 \*Account # (found on your water bill): 001575808 0649254

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

How is it possible for a house empty  
during the day to use 150 gal a day?  
Not happening.

\*Signature: [Handwritten Signature]

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



10/1

Water and Sewer Utility Services Complaint Form

\*Name: Brenda Lee Dangler  
 \*Address: 7117 SW Archer Rd 40-A  
Opensville, Ga 32608  
 Telephone: 352-339-2257  
 \*Provider: AQUA Utilities Inc.  
 \*Account # (found on your water bill): N/A

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure none in master bath tub
- Broken water meter
- Other (Please explain)  
on our corner, we are in a flood zone, every other few months, the sewer backs up, throwing raw

\*Signature: Brenda Lee Dangler

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field  
 Sewage run through both bathroom  
 our kitchen sinks, master bath stand up  
 shower - Office does not respond  
 quickly, several days go by  
 and the maintenance are sent to  
 our home - to unclog drain under  
 in home - letting the raw sewer



12/13

Water and Sewer Utility Services Complaint Form

\*Name: Alex Trapp

\*Address: 7117 S.W. Archer Rd.  
lot 41, Gainesville, FL 32608

Telephone: (352) 870-6162

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 000907032 06493324

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

my bill went from 38.00 to 60, and I  
no water at work I don't own a washer

\*Signature: Alex Trapp

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



rol

Water and Sewer Utility Services Complaint Form

\*Name: THOMAS TROY

\*Address: 7117 SW ARCHER RD LOT #42  
GAINESVILLE, FL 32608

Telephone: (352) 271-4444

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): ~~0970~~ 0009670330649339

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

Very Poor Service

\*Signature: Thomas Troy

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



July



DATE  
MO

Water and Sewer Utility Services Complaint Form

\*Name: ROBERT VAN TASSEL

\*Address: 7117 SW ANSEL RD  
LOT 44

Telephone: 352-514-9406

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 001623932-0649340  
DONT HAVE IT OR ME

\*Reason of complaint (check all that apply):

Poor water quality

Low water pressure

Broken water meter

Other (Please explain)

High BILLS, TASES funny, ~~etc~~

\*Signature: [Handwritten Signature]

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



OK  
NO

Water and Sewer Utility Services Complaint Form

\*Name: Jasha Turner

\*Address: 7117 SW Archer Rd #101  
Highway 32608

Telephone: 352-290-6602

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 1001 2111 1011351

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

bill too high

\*Signature: Jasha Turner

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



no

Water and Sewer Utility Services Complaint Form

\*Name: Barry Silver

\*Address: 7117 SW ARCHER RD #72  
GAINESVILLE FL 32608

Telephone: 352 871 4128

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 000907064 0649366

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

RATES TO HIGH, OVER CHARGES, BILLS TO FREQUENT

\*Signature: Barry Silver

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



Water and Sewer Utility Services Complaint Form

\*Name: Ben Bolton  
\*Address: 7117 SW Archer Rd Lot 74  
GAINESVILLE, FL, 32608  
Telephone: (352) - 262-8016  
\*Provider: AQUA Utilities Inc.  
\*Account # (found on your water bill): 000907065 0649367

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

water Bill - too high, bad customer service  
maybe need to check meter again  
bad tasting water / cloudy

\*Signature: Ben Bolton

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field

COMMISSIONERS:  
NANCY ARGENZIANO, CHAIRMAN  
LISA POLAR EDGAR  
NATHAN A. SKOP  
DAVID E. KLEMENT  
BEN A. "STEVE" STEVENS III

STATE OF FLORIDA



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

## Public Service Commission

February 11, 2010

RON BOLTON  
YES COMMUNITIES  
7117 SW ARCHER RD  
OFFICE  
GAINESVILLE, FL 32608

Dear MR. BOLTON:

Thank you for contacting the Florida Public Service Commission. We have reviewed and referred your complaint to AQUA UTILITIES FLORIDA, INC . Your case reference number is 0924204W.

**What you can expect now that your complaint has been filed.**

The utility will be contacting you to address your concerns and must respond directly to you within three weeks from the date we received your complaint. The utility will attempt to resolve the matter directly with you and is required to notify us regarding the resolution of the complaint. We ask that you allow the utility to work directly with you to resolve your complaint.

**How the Commission can assist you and what action you can take.**

The Florida Public Service Commission only regulates matters that fall within the scope of our jurisdiction. We will review your complaint and the utility's response to your case to ensure the utility has complied with the applicable statutes, rules and regulations of the Florida Public Service Commission and the utility's tariff. Please be advised that if this is a billing complaint, commission staff may request payment and billing information regarding your account.

Matters like these are usually resolved quickly and effectively, requiring no further Commission intervention. However, if you need further assistance from the Commission after receiving the utility's response, please contact the Commission's Bureau of Consumer Assistance by telephone at 1-800-342-3552 or in writing at the postal or email address shown below. *If we do not hear from you within 30 calendar days from the date of this letter, we will presume that you are in agreement with the company's proposed resolution or plan of action.*

Thank you for the opportunity to assist you in this matter. If you would like to know more about the Public Service Commission, please visit our Web site at [www.floridapsc.com](http://www.floridapsc.com).

Sincerely,

*Ruth McHargus*  
Regulatory Program Administrator  
Division of Service, Safety  
& Consumer Assistance

---

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](mailto:contact@psc.state.fl.us)



Rate  
P. 5. 17

RO

12/13

Water and Sewer Utility Services Complaint Form

Date: 12-1-10

\*Name: Gwendolyn Lechner

\*Address: 7117 SW Archer Rd #76  
Gainesville FL 32608

Telephone: 352-378-6908

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 000 907 067 0649369

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

Water bill is too high

\*Signature: Gwendolyn S Lechner

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



12/13

Water and Sewer Utility Services Complaint Form

Date DEC. 2, 2010

Name AMBER COSGROVE

Address: 7117 SW ARCHER RD # 85  
GAINESVILLE, FL 32608

Telephone: (239) 216-7088

Provider: AQUA Utilities Inc.

Account # (found on your water bill): 001632915 06A9376

Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: AMBER COSGROVE

For more information on the following methods to file a complaint with Florida Public Service Commission:

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints>

Required field



Water and Sewer Utility Services Complaint Form

\*Name: Kristina: scott leggett

\*Address: 7117 s.w. Archa rd Lot #90

Telephone: (352) 278-3366

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 0069070810649381

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure on coldwater
- Broken water meter
- Other (Please explain)

The bills keep randomly jumping & doubling in price one month be regular then next month will be a double bill. Has been way to expensive each month for no reason.

\*Signature: Kristina Leggett

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field





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12/13

Water and Sewer Utility Services Complaint Form

Date 12-2-10

Name: Scott Leggett

Address: 7117 S.W. Archer Rd

lot #90

Telephone: (352) 278-3366

Provider: AQUA Utilities Inc.

Account # (found on your water bill): 000907081 064938

Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

Rates vary from month to month to high!!

Signature: [Handwritten Signature]

For more information, use the following methods to file a complaint with Florida Public Service Commission:

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints>

in complaint filed



JK  
12/13

Water and Sewer Utility Services Complaint Form

Date: 12-2-10

\*Name: VERONICA GREEN

\*Address: 7117 SW Archer Rd #100  
Gainesville, FL 32608

Telephone: (352)603-4622

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 001680987 0649025

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

019710.

128.00  
\* ~~128.00~~

5000  
Gallons

Bad customer service ASOT  
GREEN

WHAT IS  
GREEN

\*Signature: Veronica Green

You may also use the following methods to file a complaint with Florida Public Service Commission

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



Water and Sewer Utility Services Complaint Form

\*Name: Kathy Milligan

\*Address: 7117 SW Archer Rd.  
Lot 100 -- Gainesville

Telephone: (352) 377-6341

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 0015712910649025

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

\*Signature: Kathy Milligan

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



2012

OKH  
Received  
12/2/13  
APP.

12/13

Water and Sewer Utility Services Complaint Form

Date 12-2-10

Name: Elizabeth Vernon

Address: 7117 SW Archer RD  
Lot 101 Gainesville FL

Telephone: 352-642-3908

Provider: AQUA Utilities Inc.

Account # (found on your water bill): 2016280010649026

Reason of complaint (check all that apply):

Poor water quality

Low water pressure

Broken water meter

Other (Please explain)

Bill is really high

Signature Elizabeth Vernon

For more information on the following methods to file a complaint with Florida Public Service Commission:

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints>

*Handwritten notes:*  
- 12/2/13  
- 12/2/13  
- 12/2/13

Customer field:



22

Water and Sewer Utility Services Complaint Form

\*Name: Mary Washington Atkins

\*Address: 717 SW Archer RD #110  
Gainesville FL 32608

Telephone: 352 238 8967

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 0009064760649036

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

Water Bill too High

\*Signature: Mary Washington Atkins

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



PO

Water and Sewer Utility Services Complaint Form

\*Name: Linda B. Mickle

\*Address: 7117 SW Archer Rd #111

Telephone: 335 4076

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 000906677 0649037

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

water bill way too high don't use that much water or sewage  
AND DW IS 80 MONTH.

\*Signature: Linda B. Mickle

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



Admin.  
Rate  
2nd  
Com.  
KTO  
12/13  
09

Water and Sewer Utility Services Complaint Form

Date: Dec. 03, 2010

\*Name: Derrick Harwood

\*Address: 7117 SW Archer rd lot  
#115 Gainesville, FL

Telephone: (352) 642-4870

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 0015716120649041

\*Reason of complaint (check all that apply).

- Poor water quality
- Low water pressure
- Broken water meter

Other (Please explain)  
Horrible taste, stuff ~~is~~ floating in  
water,  
They keep raising prices.

\*Signature: [Handwritten Signature]

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



Water and Sewer Utility Services Complaint Form

\*Name: Stephanie Messick

\*Address: 7117 SW Archer rd  
lot # 115

Telephone: (352) 870-2363

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 0015716120649041

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

High water bill poor customer service  
Calcium build up

\*Signature: Stephanie Messick

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field





roc

Water and Sewer Utility Services Complaint Form

\*Name: Anthony Carrion

\*Address: 7117 SW Archer Rd. lot 121  
Gainesville FL 32608

Telephone: (352) 318-1764

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 000906688 0649048

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

Price gouging

\*Signature: 

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



ROC

Water and Sewer Utility Services Complaint Form

\*Name: Mary Armetta

\*Address: 7117 SW Acker Rd #124  
Granseneck, FL 32608

Telephone: 352-225-3112

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 0009061091 0649051

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

egg shell like particles in water. High  
water bill for bad water

\*Signature: Mary Armetta

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



ROL  
12/13  
not there

Water and Sewer Utility Services Complaint Form

Date: Dec 6/2010

\*Name: Mary Armetta

\*Address: 7117 SW Archer Rd #124  
Grainesville, FL 32608

Telephone: 352-246-2023

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 000906691 0649051

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)  
egg shell like substance in water

\*Signature: Mary Armetta

You may also use the following methods to file a complaint with Florida Public Service Commission

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



4843  
# 136  
0150370  
1st  
complain  
new bill

Water and Sewer Utility Services Complaint Form

\*Name: Kaitlyn Smith

\*Address: 7117 SW Aroner rd.

136.

Telephone: 352-745-8724

Moved from  
129 - 136 -  
Spokane bills -  
Bring me bills to  
copy

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 0016643650649055

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

- 5007

Outrageous Bill. Lived in home for 14  
days and got a bill for \$220.00.  
Also, Been sick ever since we moved here.

\*Signature: Kaitlyn Smith

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

- Clouay.  
- no bill

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field

# AQUA

Service To:  
**KAITLYN SMITH**  
 7117 SW ARCHER RD UNIT 129  
 GAINESVILLE, FL 32608-4721  
 Lot: 13261364 Block:

Account Number  
**001664365 0649055**  
 ARREDONDO FARMS  
 1336568 PWSID # FL2010042

**Aqua Utilities Florida, Inc.**  
 762 W. Lancaster Avenue  
 Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**  
 Fax: **866.780.8292**  
 e Mail: [custserv@aquaaamerica.com](mailto:custserv@aquaaamerica.com)

Questions about your water/sewer service?... Contact us before the due date  
 Bill Date **July 14, 2010** Total Amount Due **\$ 220.49** Current Charges Due Date **August 05, 2010**

### Meter Data

Meter	Size	Billing Period	Days	Read type	Meter Readings	Usage	Unit	
93717059	5/8	07/12/10	14	Actual	225000	9,600	Gallons	
		06/28/10		Actual	215400			
Average Daily Usage = 685 Gallons						Total Usage	9,600	Gallons
						Total Days	14	

### Billing Detail

Amount Owed from Last Bill	\$ 0.00
Total Payments Received	0.00
<b>Remaining Balance</b>	<b>0.00</b>
Water Base Facility Charge	7.33
2,333 gallons @ \$0.00731 per gallon	17.06
Next 2,333 gallons @ \$0.00898 per gallon	20.95
Next 4,933 gallons @ \$0.02067 per gallon	101.97
Current Water Charges	147.31
Sewer Base Facility Charge	16.54
2,800 gallons @ \$0.00711 per gallon	19.91
Next 6,800 gallons @ \$0.00 per gallon	0.00
Current Sewer Charges	36.45
Turn On Fee	22.00
Utility Tax	14.73
<b>Amount Due</b>	<b>\$ 220.49</b>

### Water Usage History



Read Types:  Actual  Estimated  Customer

(352-745-8724)

### Message Center (see reverse side for other information)

- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by the end of June and would like to receive a free copy, please call 1.877.WTR.AQUA or visit our website at [www.aquautilitiesflorida.com](http://www.aquautilitiesflorida.com) to view your report.
- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

Keep top portion for your records.  
 Return this portion with your payment.

## AQUA Water/Sewer Bill

Aqua Utilities Florida, Inc.  
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:  
**KAITLYN SMITH**  
 7117 SW ARCHER RD UNIT 129  
 GAINESVILLE, FL 32608-4721  
 Lot: 13261364 Block:

Account Number  
**001664365 0649055**  
 Amount Due **\$ 220.49** Current Charges Due Date **August 05, 2010**  
 Amount Enclosed

Seq: 3836... Cyc: 43M9... Trip: 866540

28362 1 AV 0.335

32608-4721

\*\*\*\*\*AUTO\*\*5-DIGIT 32608 C 66 P 81  
 KAITLYN SMITH  
 7117 SW ARCHER RD LOT 129  
 GAINESVILLE FL 32608-4623

|||||

Please make check payable to Aqua Util. FL.  
 Print your account number on your check,  
 then mail to address on back.

00166436506490550000000220497



012

*1st Water Bill*

**Aqua Utilities Florida**  
**On-Site Meter Accuracy Test**

Address: 129 Date: 7-20-2011  
 Premise: \_\_\_\_\_ Tested By: Steve  
 If not tested - reason: \_\_\_\_\_

An approved meter test was performed in accordance with FPSC Rule 25-30.262. Meters of your type must be tested at three flow rates. For meters to pass, the AVERAGE of the three tests must fall between 98.5% and 101.5%. The test performed is based on 5 gallons. Below are the results:

Test	Low Flow	Med Flow	High Flow
GPM <sup>1</sup> Rate	<u>2.5</u>	<u>7</u>	<u>14</u>
Your Meter	<u>10</u>	<u>10</u>	<u>10</u>
Testing Meter	<u>10.0%</u>	<u>10.12</u>	<u>10.12</u>
Your meter Accuracy	<u>99.2%</u>	<u>98.8%</u>	<u>98.8%</u>

Average of three tests: 98.9 % Pass/Fail: P

(Note: average is the sum of all three percentages divided by 3)

Comments From Tech:  
No leaks

<sup>1</sup> GPM is Gallons Per Minute

DATE: \_\_\_\_\_  
 NAME: \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_  
 ACCT# \_\_\_\_\_  
 METER # \_\_\_\_\_

**Aqua Utilities Florida**  
**Water Service Notice**

**YOUR WATER SERVICE:**

- will be discontinued if payment is not received by \_\_\_\_\_ Date
- has been discontinued for non-payment
- water deposit has not been received. Service will be discontinued \_\_\_\_\_ Date
- was not turned on because water was running in home.
- bill returned - no mail receptacle
- TOTAL DUE \$ \_\_\_\_\_

**Please contact  
 Customer Service  
 immediately!**

**877-987-2782**

**A service call was made at this address:**

- Turn water on
- Meter left off, water running in house
- Re-read meter / New read \_\_\_\_\_
- Check for leak
- Checked for Pressure
- Changed meter
- Locked meter
- Other: \_\_\_\_\_

**Sewer:**  
 Checked sewer line.  
 Utility lines are clear, blockage appear to be on homeowner's line.  
 Other: \_\_\_\_\_



Service To:  
**KAITLYN SMITH**  
 7117 SW ARCHER RD UNIT 129  
 GAINESVILLE, FL 32608-4721  
 Lot: 13261364 Block:

Account Number  
**001664365 0649055**  
 ARREDONDO FARMS  
 1336568 PWSID # FL2010042

Aqua Utilities Florida, Inc.  
 762 W. Lancaster Avenue  
 Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**  
 Fax: **866.780.8292**  
 e Mail: [custserv@aquamerica.com](mailto:custserv@aquamerica.com)

Questions about your water/sewer service?... Contact us before the due date  
 Bill Date **August 09, 2010** Total Amount Due **\$ 820.64** Current Charges Due Date **August 31, 2010**

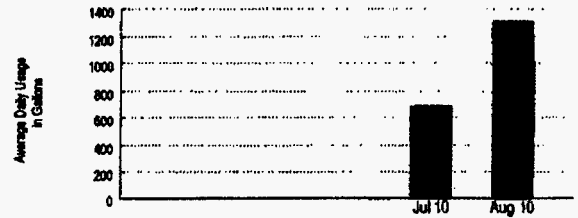
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93717059	5/8	08/02/10	21	Actual	252700	27,700	Gallons
		07/12/10		Actual	225000		
Average Daily Usage = 1,319 Gallons		Total Days: 21		Total Usage:		27,700	Gallons

**Billing Detail**

Amount Owed from Last Bill .....	\$ 220.49
Total Payments Received.....	0.00
<b>Remaining Balance .....</b>	<b>220.49</b>
Water Base Facility Charge .....	11.00
3,500 gallons @ \$0.00731 per gallon .....	25.59
Next 3,500 gallons @ \$0.00898 per gallon .....	31.43
Next 20,700 gallons @ \$0.02067 per gallon .....	427.87
Current Water Charges.....	495.89
Sewer Base Facility Charge .....	24.81
4,200 gallons @ \$0.00711 per gallon .....	29.86
Next 23,500 gallons @ \$0.00 per gallon .....	0.00
Current Sewer Charges.....	54.67
Utility Tax.....	49.59
<b>Amount Due.....</b>	<b>\$ 820.64</b>

**Water Usage History**



Read Types:  Actual  Estimated  Customer

**Message Center** (see reverse side for other information)

- This is your final bill for service at this property.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by the end of June and would like to receive a free copy, please call 1.877.WTR.AQUA or visit our website at [www.aquautilitiesflorida.com](http://www.aquautilitiesflorida.com) to view your report.

Keep top portion for your records.  
 Return this portion with your payment.

**AQUA Water/Sewer Bill**

Aqua Utilities Florida, Inc.  
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:  
**KAITLYN SMITH**  
 7117 SW ARCHER RD UNIT 129  
 GAINESVILLE, FL 32608-4721  
 Lot: 13261364 Block:

Account Number  
**001664365 0649055**

Amount Due **\$ 820.64** Current Charges Due Date **August 31, 2010**

Amount Enclosed

\$

Please make check payable to Aqua Util. FL.  
 Print your account number on your check,  
 then mail to address on back.

Seq=2687 Cyc=33M0 1up=666248

0649055

\*\*\*\*\*AUTO\*\*MIXED AADC 189 C 12 P 23  
 KAITLYN SMITH  
 7117 SW ARCHER RD LOT 129  
 GAINESVILLE FL 32608-4623



00166436506490550000000820641



~~Monday~~

Monday — 0130000 — lot 136

↓

0025270

same  
day

lot 129

Day of move out





Service To:  
**KAITLYN SMITH**  
 7117 SW ARCHER RD UNIT 136  
 GAINESVILLE, FL 32608-4624

Account Number  
**001664365 0649062**  
 ARREDONDO FARMS  
 1336568 PWSID # FL2010042

Aqua Utilities Florida, Inc.  
 762 W. Lancaster Avenue  
 Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**  
 Fax: **866.780.8292**  
 e Mail: **custserv@aquamerica.com**

Questions about your water/sewer service?... Contact us before the due date.  
 Bill Date **September 15, 2010** Total Amount Due **\$ 169.23** Current Charges Due Date **October 07, 2010**

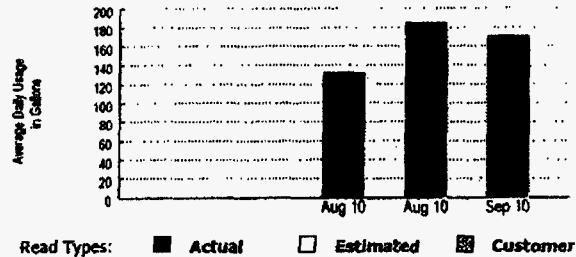
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56585627	5/8	09/13/10	32	Actual	137200	5,500	Gallons
		08/12/10		Actual	131700		
Average Daily Usage = 171 Gallons		Total Days: 32		Total Usage:		5,500	Gallons

**Billing Detail**

Amount Owed from Last Bill	\$ 65.57
Total Payments Received	33.32
<b>Remaining Balance</b>	<b>32.25</b>
Water Base Facility Charge	15.71
5,000 gallons @ \$0.00731 per gallon	36.55
Next 500 gallons @ \$0.00898 per gallon	4.49
Current Water Charges	56.75
Sewer Base Facility Charge	35.44
5,500 gallons @ \$0.00711 per gallon	39.11
Current Sewer Charges	74.55
Utility Tax	5.68
<b>Amount Due</b>	<b>\$ 169.23</b>

**Water Usage History**



**Message Center** (see reverse side for other information)

- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by the end of June and would like to receive a free copy, please call 1.877.WTR.AQUA or visit our website at [www.aquautilitiesflorida.com](http://www.aquautilitiesflorida.com) to view your report.
- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

Keep top portion for your records.  
 Return this portion with your payment.

**AQUA Water/Sewer Bill**

Aqua Utilities Florida, Inc.  
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:  
**KAITLYN SMITH**  
 7117 SW ARCHER RD UNIT 136  
 GAINESVILLE, FL 32608-4624

Account Number  
**001664365 0649062**  
 Amount Due **\$ 169.23** Current Charges Due Date **October 07, 2010**  
 Amount Enclosed

Seq=25866 Cys=33M8 1up=913858 25866 1 AV 0.335

0649062

\*\*\*\*\*AUTO\*\*5-DIGIT 32608 C 62 P 78  
 KAITLYN SMITH  
 7117 SW ARCHER RD LOT 136  
 GAINESVILLE FL 32608-4624

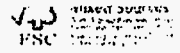


\$

Please make check payable to Aqua Util. FL.  
 Print your account number on your check,  
 then mail to address on back.

00166436506490620000000169231





Service To:  
**KAITLYN SMITH**  
**7117 SW ARCHER RD UNIT 136**  
**GAINESVILLE, FL 32608-4624**

Account Number  
**001664365 0649062**  
 ARREDONDO FARMS  
 1336568 PWSID # FL2010042

**Aqua Utilities Florida, Inc.**  
 762 W. Lancaster Avenue  
 Bryn Mawr, PA 19010-3489

Tel: **877.967.2782**  
 Fax: **866.780.8292**  
 e Mail: **custserv@equaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.  
 Bill Date **August 31, 2010** Total Amount Due **\$ 65.57** Current Charges Due Date **September 22, 2010**

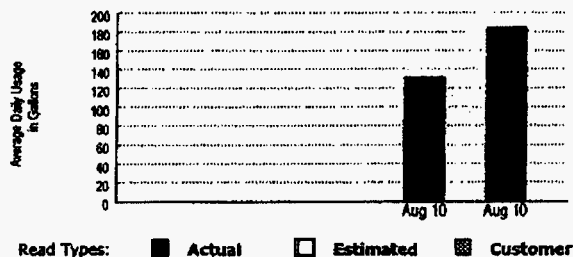
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56585827	5/8	08/12/10	7	Actual	131700	1,300	Gallons
		08/05/10		Actual	130400		
Average Daily Usage = 185 Gallons		Total Days: 7		Total Usage:		1,300	Gallons

**Billing Detail**

Amount Owed from Last Bill .....	\$ 33.32
Total Payments Received.....	0.00
<b>Remaining Balance .....</b>	<b>33.32</b>
Water Base Facility Charge .....	3.67
1,167 gallons @ \$0.00731 per gallon .....	8.53
Next 133 gallons @ \$0.00898 per gallon .....	1.20
Current Water Charges.....	13.40
Sewer Base Facility Charge .....	8.27
1,300 gallons @ \$0.00711 per gallon .....	9.24
Current Sewer Charges.....	17.51
Utility Tax.....	1.34
<b>Amount Due.....</b>	<b>\$ 65.57</b>

**Water Usage History**



**Message Center** (see reverse side for other information)

- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by the end of June and would like to receive a free copy, please call 1.877.WTR.AQUA or visit our website at [www.aquautilitiesflorida.com](http://www.aquautilitiesflorida.com) to view your report.
- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

Keep top portion for your records.  
 Return this portion with your payment.

**AQUA Water/Sewer Bill**

**Aqua Utilities Florida, Inc.**  
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:  
**KAITLYN SMITH**  
**7117 SW ARCHER RD UNIT 136**  
**GAINESVILLE, FL 32608-4624**

Account Number  
**001664365 0649062**  
 Amount Due **\$ 65.57** Current Charges Due Date **September 22, 2010**

Seq=9435 Cyc= 1up=907122

9435 1 MB 0.382

0649062

\*\*\*\*\*AUTO\*\*MIXED AADC 189 C 25 P 31  
 KAITLYN SMITH  
 7117 SW ARCHER RD LOT 136  
 GAINESVILLE FL 32608-4624



Amount Enclosed  
 \$

Please make check payable to Aqua Util. FL.  
 Print your account number on your check,  
 then mail to address on back.

00166436506490620000000065575





Service To:  
**KAITLYN SMITH**  
**7117 SW ARCHER RD UNIT 136**  
**GAINESVILLE, FL 32608-4624**

Account Number  
**001664365 064906**  
 ARREDONDO FARMS  
 1336568 PWSID # FL2010042

**Aqua Utilities Florida, Inc.**  
 762 W. Lancaster Avenue  
 Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**  
 Fax: **866.780.8292**  
 e Mail: **custserv@aquamerica.com**

Questions about your water/sewer service?... Contact us before the due date  
 Bill Date **August 06, 2010** Total Amount Due **\$ 33.32** Current Charges Due Date **August 30, 2010**

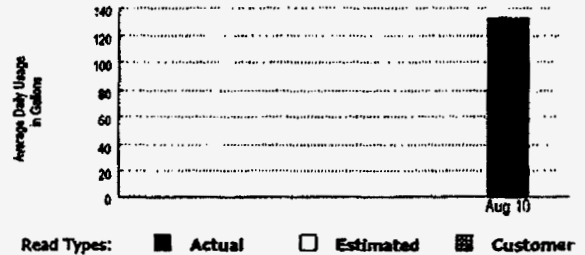
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Unit
58585827	5/8	08/05/10	3	Actual	130400	400	Ga
		08/02/10		Actual	130000		
Average Daily Usage = 133 Gallons		Total Days: 3		Total Usage:		400	Ga

**Billing Detail**

Amount Owed from Last Bill.....	\$ 0.00
Total Payments Received.....	0.00
<b>Remaining Balance.....</b>	<b>0.00</b>
Water Base Facility Charge.....	1.57
400 gallons @ \$0.00731 per gallon.....	2.92
Current Water Charges.....	4.49
Sewer Base Facility Charge.....	3.54
400 gallons @ \$0.00711 per gallon.....	2.84
Current Sewer Charges.....	6.38
Turn On Fee.....	22.00
Utility Tax.....	0.45
<b>Amount Due.....</b>	<b>\$ 33.32</b>

**Water Usage History**



**Message Center** (see reverse side for other information)

- This is your final bill for service at this property.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by the end of July and would like to receive a free copy, please call 1.877.WTR.AQUA or visit our website at [www.aquautilitiesflorida.com](http://www.aquautilitiesflorida.com) to view your report.

Keep top portion for your records.  
 Return this portion with your payment.

**AQUA Water/Sewer Bill**

Aqua Utilities Florida, Inc.  
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:  
**KAITLYN SMITH**  
**7117 SW ARCHER RD UNIT 136**  
**GAINESVILLE, FL 32608-4624**

Account Number  
**001664365 0649062**  
 Amount Due **\$ 33.32** Current Charges Due Date **August 30, 2010**

Amount Enclosed

\$

Please make check payable to Aqua Util. FL.  
 Print your account number on your check,  
 then mail to address on back.

Seq=1658 Cyc=33M9 Tup=897886

0649062

\*\*\*\*\*AUTO\*\*MIXED AADC 189 C 10 P 17  
 KAITLYN SMITH  
 7117 SW ARCHER RD LOT 136  
 GAINESVILLE FL 32608-4624



00166436506490620000000033324





ORIT 7  
PFO  
SAMPLES

Water and Sewer Utility Services Complaint Form

\*Name: Earl McKelvin

\*Address: 2117 S.W. Ashcroft Rd  
LOT 137

Telephone: 352 225 3114

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 0016002290649063

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

tastes very acid  
dishes do not clean also has white build up on sink dishes, etc.  
water is very hard  
(over)

\*Signature: [Handwritten Signature]

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field





ROL  
12/13

Water and Sewer Utility Services Complaint Form

Date: 12-6-10

\*Name: Jane McFarland

\*Address: 7117 SW Archer Rd # 2021  
Gainesville FL 32608

Telephone: 352 213 2442

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 0009067650649115

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

cost excessive

\*Signature: Jane McFarland

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field

yes!

Enter

lol

Water and Sewer Utility Services Complaint Form

Date: 12/6/10

Name: Rosa Rojas

Address: 7117 SW Archer road #2023  
Gainesville FL 32608

Telephone: (352) 870-6790 or 278-3869

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 000906770 0649117

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

High bill

Signature: Rosa Rojas

Please use the following methods to file a complaint with Florida Public Service Consumers:

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints>

10-1000-01-10



not H  
12/13

Water and Sewer Utility Services Complaint Form

Date: 12-6-10

\*Name: DONALD HAINLEY

\*Address: 7117 S.W. ARCHER Rd HOI 2104  
GAINESVILLE, FL

Telephone: 352-264-1239

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 001546522 0649122

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter

Other (Please explain)  
WATER HAS A BAD ODER + YOU CAN'T  
DRINK IT WITHOUT A WATER FILTER

\*Signature: Donald Hainley

You may also use the following methods to file a complaint with Florida Public Service Commission

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



1-11-10  
C. M. ...

RTD  
JK  
12/13

Water and Sewer Utility Services Complaint Form

Date: 12/05/10

\*Name: Rob B Swain

\*Address: 7117 SW Archer Rd  
Lot 2109 Gainesville FL 32609

Telephone: 813-526-5755

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 0017318040647

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

Hard water, High Water Bill!

\*Signature: Rob B. Swain

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field





DRH

SMALL  
LUMP.  
MAIL TO THE  
FOX.

12/13

Water and Sewer Utility Services Complaint Form

Date: 12-6-10

\*Name: Betty Daniels

\*Address: 7117 SW Archer Rd  
Lot# 2110 Gainesville FL  
32608

Telephone: 352-792-5046

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 001680949 0649128

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

The water is so bad you can't drink it. And my water bill is insane, thier is no way we use that much water.

\*Signature: Betty Daniels

You may also use the following methods to file a complaint with Florida Public Service Commission

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



Service To:  
**BETTY DANIELS**  
**7117 SW ARCHER RD UNIT 2110**  
**GAINESVILLE, FL 32608-4633**  
**Lot: 13261565 Block:**

Account Number  
**001680949 0649128**  
 ARREDONDO FARMS  
 1336568 PWSID # FL2010042

**Aqua Utilities Florida, Inc.**  
 762 W. Lancaster Avenue  
 Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**  
 Fax: **866.780.8292**  
 e Mail: **custserv@aquaaamerica.com**

Questions about your water/sewer service?... Contact us before the due date  
 Bill Date **November 12, 2010** Total Amount Due **\$ 154.35** Current Charges Due Date **December 06, 2010**

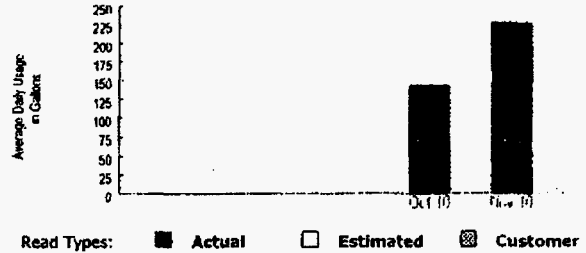
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage
56582914	5/8	11/10/10	30	Actual	191800	6.900 Gallons
		10/11/10		Actual	184900	
Average Daily Usage = 230 Gallons		Total Days: 30		Total Usage:		6.900 Gallons

**Billing Detail**

Amount Owed from Last Bill .....	\$ 65.58
Total Payments Received.....	65.58
<b>Remaining Balance</b> .....	<b>0.00</b>
Water Base Facility Charge .....	15.71
5,000 gallons @ \$0.00731 per gallon .....	36.55
Next 1,900 gallons @ \$0.00898 per gallon .....	17.06
Current Water Charges.....	69.32
Sewer Base Facility Charge .....	35.44
6,000 gallons @ \$0.00711 per gallon .....	42.66
Next 900 gallons @ \$0.00 per gallon .....	0.00
Current Sewer Charges .....	78.10
Utility Tax .....	6.93
<b>Amount Due</b> .....	<b>\$ 154.35</b>

**Water Usage History**



**Message Center** (see reverse side for other information)

- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

Keep top portion for your records.  
 Return this portion with your payment.

**AQUA Water/Sewer Bill**

**Aqua Utilities Florida, Inc.**  
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:  
**BETTY DANIELS**  
**7117 SW ARCHER RD UNIT 2110**  
**GAINESVILLE, FL 32608-4633**  
**Lot: 13261565 Block:**

Account Number  
**001680949 0649128**  
 Amount Due **\$ 154.35** Current Charges Due Date **December 06, 2010**  
 Amount Enclosed

Seq=30021 C yc=33M9 Iup=937159 30021 1 AV 0.335

0649128

\*\*\*\*\*AUTO\*\*5-DIGIT 32608 C 68 P 7L  
 BETTY DANIELS  
 7117 SW ARCHER RD LOT 2110  
 GAINESVILLE FL 32608-4633



\$ [Stamp]

Please make check payable to Aqua Util. FL.  
 Print your account number on your check,  
 then mail to address on back.

00168094906491280000000154357





12/15

Water and Sewer Utility Services Complaint Form

Date: 12/24/10

\*Name: AMY ROSAMONDA #2119

\*Address: 7117 SW Archer Rd  
DAVENPORT, FL 32608

Telephone: (305) 394-1941

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 0017318700649136

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

tastes like dirt, crystals in  
water, water cloudy, horrible  
smell

\*Signature: ARosamonda

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



RO - METEC  
PANO.

Water and Sewer Utility Services Complaint Form

Date: 12-1-10

\*Name: Mary Monaghan

\*Address: 7117 SW Archer Rd #2133  
Gainesville FL 32608

Telephone: 352-219-5033

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 001534491 1087964

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

Do not believe meters give accurate readings -  
fluctuates between 2000 & 15,500 gallons  
per month with no change in usage

\*Signature Mary Monaghan

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field

*[Handwritten initials]*  
12/13

0095860 12/7/10

93 100 11/10/10  
WORKING  
FINE



Anna  
Complaint

Water and Sewer Utility Services Complaint Form

Date: 12/15/10

\*Name: Anna Nova

\*Address: 7117 SW Archer Rd  
Lot ~~2108~~ 2207 Gainesville Fl, 32603

Telephone: 352-871-9139

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill):  \_\_\_\_\_

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

Hard water & High Bill

\*Signature: [Handwritten Signature]

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field

yes!

Form

Water and Sewer Utility Services Complaint Form

Date 12-~~8~~<sup>6</sup>-10

\*Name: Carla Ivon

\*Address: 7117 SW AK Rd Lot 2303  
Gainesville FL 32608

Telephone: [Redacted] **REQUIRED**

352-371-2215

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 000906846 0649180

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)  
Water Bill to high

Signature Carla Ivon

You may use the following methods to file a complaint with Florida Public Service Commission:

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints>

By phone field



PO 4/07

Water and Sewer Utility Services Complaint Form

\*Name: Ida Cardenas

\*Address: 7117 SW Archer Rd lot 2415  
Gainesville FL 32608

Telephone: 904-900 1505

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 001394985 0649209

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\*Signature: 

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

6-8 people

Next week

- Buying water  
- water spots  
- Required fees

- Sit down  
couple

730-90 in  
bottle

- Roll in  
months clean



Water and Sewer Utility Services Complaint Form

\*Name: Kacie D. Smith / Charlene Smith

\*Address: 7117 SW Archer Rd  
Lat 3430

Telephone: 850 579-4629

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 000906901 0649228

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

A sewage smell coming from water used in  
washing machine. Also a noticeable change in  
the land under my trailer that has developed and  
grown over the 5 years I have lived there. A previous bill  
that was inflated due to a  
break in the sewer pipe  
close to my residence.

\*Signature: Kacie D. Smith

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field





JK  
12/13

Water and Sewer Utility Services Complaint Form

Date: Dec 5, 2010

\*Name: Beverly Hansen

\*Address: 7117 SW Archer rd  
1st 2030 Gainesville FL, 32608

Telephone: 352-225-3997

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 0014248190649230

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

toilet doesn't flush right, toilet and sinks don't  
always go down and there is an odor of rusty  
sewer smell. ALSO the <sup>sewer</sup> pipe ~~is~~ is causing issues in  
my yard, causing problems to my home, my neighbor is  
having some problems

\*Signature: Beverly Hansen

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



Water and Sewer Utility Services Complaint Form

Date: 12-9-10

\*Name: Tamra Kay Heuson

\*Address: 7117 SW Armer Rd  
Lot 2444

Telephone: 352 283-6396

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): \_\_\_\_\_

Phone #  
disconnected  
need  
account #

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

Prices, poor customer service  
Charges for services not received

\*Signature: [Handwritten Signature]

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



2271

ORIT

Water and Sewer Utility Services Complaint Form

Date: 12-9-10

\*Name: Cinrette M. Gibbons

\*Address: 7117 SW Archer  
Rd # 2446

Telephone: 352 871 5655

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): \_\_\_\_\_

LM  
regarding  
account #

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

Bubbling water line ?

\*Signature:

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



POV 110

Water and Sewer Utility Services Complaint Form

\*Name: Chelsea Bower

\*Address: 7117 SW Archer Rd #2605  
Gainesville FL 32608

Telephone: 352-376-3275

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 001583292 0649260

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

Very expensive, and I have to buy bottled water for my family & pets!

\*Signature: Chelsea Bower

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



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P. 58

Water and Sewer Utility Services Complaint Form

\*Name: Jennifer Banks

\*Address: 7117 SW Archer Rd  
Lot # 2606

Telephone: 505 - 5797

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 001624074 0649261

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter

Other (Please explain)  
Prices of water.

\*Signature: Jennifer Banks

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

3 psc 120 / mo.  
Month.

\*Required field



RO 196

Water and Sewer Utility Services Complaint Form

\*Name: LILLIAN MORETTI

\*Address: 7117 SW ARCHER RD. UNIT 2608

GAINESVILLE, FL 32608-4656  
LOT 13261507 BLOCK

Telephone: (352) 337-2868

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 000906945-0644263

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

Water bills fluctuate from \$50.<sup>00</sup> to  
\$253.<sup>00</sup> for a month's supply.

\*Signature: Lillian D. Moretti

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



Month out

Water and Sewer Utility Services Complaint Form

\*Name: Tammie Williams

\*Address: 7117 SW Archer Rd.  
2614

Telephone: 352-319-4261

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): (0) 1566633-1036459

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

They don't check the water meter  
they just bill you what they want  
to bill you I haven't received a bill  
for 4 months

\*Signature: Tammie Williams

You may also use the following methods to file a complaint with Florida Public Service Commission.

- By phone: 1-800-342-3552
- By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)
- Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



102  
198

Water and Sewer Utility Services Complaint Form

Date: 4-20-10

\*Name: JIM SACKS & BARNETT

\*Address: 7117 S.W. ARDEN RD  
DADESBURG, FL 32005

Telephone: 904-871-3197

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): \_\_\_\_\_

*LYM  
regarding  
account #*

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

Water to be tested, per a  
complaint has been collected.  
After 24 hrs. still no change.

\*Signature: [Signature]

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field





Page:  
0.000000

12/13

Water and Sewer Utility Services Complaint Form

Date: 12/1/2010

\*Name: Sarah Beth Ott

\*Address: 7117 SW Archer Rd lot 2619  
Gainesville, Florida 32608

Telephone: 352-450-1899

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 0014616640649273

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

The cost per gallon is totally out of order  
People who use double what we do @ GRU  
Water have a lower bill !!! Our dog will  
not drink it

\*Signature: Sarah Beth Ott

You may also use the following methods to file a complaint with Florida Public Service Commission:

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



10.02

Water and Sewer Utility Services Complaint Form

\*Name: JOAN L. ALBERT

\*Address: 7117 SW Archer Road LOT 2700  
Gainesville FL 32608

Telephone: 352 336-1773

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 000906983 0649295

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

Bill too high for one person I do not water  
my plants or lawn. I do laundry weekly 1-2 loads on  
small to med amt of water. I don't wash my car.  
+ the bill is over \$100 / month. last month June \$99.69. I was  
away for 2 wks

\*Signature: Joan L. Albert

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



RTE  
ROL  
JK  
12/13

Water and Sewer Utility Services Complaint Form

Date: 12/6/10

\*Name: Joan L. AIBERT

\*Address: 7117 SW Archer Road Lot 2700  
Gainesville FL 32608

Telephone: 352 336-1723

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 000906982 0649295

\*Reason of complaint (check all that apply): ..

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

Bill too high for one person.

\*Signature: Joan L. Albert

You may also use the following methods to file a complaint with Florida Public Service Commission

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\* Required field



ROL  
08

Water and Sewer Utility Services Complaint Form

\*Name: Judy Hintermeyer  
 \*Address: 7117 SW ARCHER RD. LOT 2704  
GAINESVILLE FL 32608  
 Telephone: 352-672-8086  
 \*Provider: AQUA Utilities Inc.  
 \*Account # (found on your water bill): 001473456 0649296

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

Cost of water softener (4000)  
" " water heater (replacement)

\*Signature: J Hintermeyer

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



Water and Sewer Utility Services Complaint Form

\*Name: Rebecca G. Henkle  
\*Address: 7117 S.W. Archer Rd Lot 2712  
Gainesville FL 32608  
Telephone: 374-2992  
\*Provider: AQUA Utilities Inc.  
\*Account # (found on your water bill): 0009069880649300

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

Garbage in water  
Bill too high

\*Signature: Rebecca A Henkle

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

\*Required field



Water and Sewer Utility Services Complaint Form

\*Name: JOHN MAZZERLE
\*Address: 7117 SW ARCHER RD # 2802
GAINESVILLE, FL 32608
Telephone: 352-378-2439
\*Provider: AQUA Utilities Inc.
\*Account # (found on your water bill): 000906991 0649303

\*Reason of complaint (check all that apply):

- [X] Poor water quality
[ ] Low water pressure
[ ] Broken water meter
[X] Other (Please explain) THE PUBLIC SERVICE COMMISSION.

BY INSTALLING A WHOLE HOME WATER SOFTENER ENABED USING THIS WATER, IT CORRODES COOKWEAR, CLOGS WATER LINES AND APPLIANCES. DESTROY# WATER HEATERS.
THE PSC SOLD OUT THE CONSUMER TO PPA&L WITH ELECTRIC. THE PSC SOLD OUT THE END.
CONSUMER OF AQUA UTILITIES, INC. ANY APPROVED QUALITY STANDARDS MADE OF AQUA UTILITIES WILL RESULT IN HIGHER WATER BILLS. I INQUIRED OF NANCY ARGENZIANO THE REASON FOR PSC APPROVAL OF SUCH RIDICULOUS RATE INCREASE AND EVEN A HIGHER RATE THEN REQUESTED BY THE UTILITY. I RECEIVED 3 1/2 PAGES OF NONSENSE FROM A MINION SUPERVISAL OF SORTS. RAZZLE-DAZZLE TO CONFUSE THE IDIOT WITH A COMPLAINT. ONE SPECIFIC LINE FROM THE LETTER IS BELOW.

\*Signature: John Mazzerle

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

Or file an electronic complaint at: http://www.psc.state.fl.us/consumers/complaints/

"BASICALLY, THESE LAWS REQUIRE US TO CALCULATE RATES THAT WILL LET THE UTILITY COVER ITS OPERATING COSTS AND EARN JUST ENOUGH PROFIT TO BE ABLE TO ATTRACT NEW INVESTMENT."

MIGHT CHEW ON THAT ONE FOR AWHILE BUT I BET YOU WILL FIND IT HARD TO SWALLOW JUST A I DID.

\*Required field

# yes!

02/06/10  
0.0 MGE 150

### Water and Sewer Utility Services Complaint Form

Date 12/6/10

\*Name: JANA LAFFERTY

\*Address: 7117 SW ARCHER RD #2826  
Gainesville FL 32608

Telephone: 352-378-7949

\*Provider: AQUA Utilities Inc.

\*Account # (found on your water bill): 0009070050649314

\*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

14 yr resident, never drank water, water restore after outage sends immense pressure, dislodges plumbing fittings, clogs up sink aerators + toilet flush valves. \$2400 damage from fittings popping after water restored after outage.

Signature: Jana Lafferty

You may also use the following methods to file a complaint with Florida Public Service Commission:

By phone: 1-800-342-3552

By e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints>

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