

Diamond Williams

From: Susan Sherman [Susan.Sherman@arlaw.com]
Sent: Tuesday, September 20, 2011 3:54 PM
To: Filings@psc.state.fl.us
Cc: D. Bruce May, Jr.; dbussey@hotmail.com; kelly.sullivan.woods@gmail.com; kelly.jr@leg.state.fl.us; kajoyce@aquaamerica.com; CHRISTENSEN.PATTY@leg.state.fl.us; Rlloyd1@aol.com; wdco@comcast.net; David Bernstein; Kenneth Curtin; Kim Kurz; Andrew McBride; Lisa D'Angelo
Subject: AQUA UTILITIES FLORIDA, INC. RATE ACTION (Docket. No. 100330-WS): NOTICE OF FILING EXHIBIT 14 (part 2)
Attachments: NOTICE OF FILING EXHIBIT 14 (part 2).pdf
Electronic Filing

a. Person Responsible for this electronic filing:

David S. Bernstein, Esq.
Adams and Reese LLP
150 Second Avenue North, Suite 1700
St. Petersburg, Florida 33701
Direct: (727) 502-8215
E-Fax: (727) 502-8915
David.Bernstein@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 are a total of 33 pages

e. The document attached for electronic filing is Intervener, YES Companies, LLC d/b/a Arredondo Farms', Notice of Filing Exhibit 14 Titled "Customer Complaints and Pictures" as Referenced at the Public Service Hearing in Gainesville, Florida, on September 12, 2011.

Thank you for your cooperation and attention to this matter.

Susan G. Sherman, CP, FRP
Certified Paralegal
Adams and Reese LLP
150 Second Avenue North, Suite 1700
St. Petersburg, FL 33701
Direct: (727) 502-8243
E-Fax: (727) 502-8943
Main: (727) 502-8200

DOCUMENT NUMBER-DATE

06811 SEP 20 =

FPSC-COMMISSION CLERK

9/20/2011

Fax: (727) 502-8282
Email: susan.sherman@arlaw.com
Web Site: 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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9/20/2011

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 September 20, 2011

**INTERVENER, YES COMMUNITIES, INC., D/B/A ARREDONDO FARMS,
NOTICE OF FILING EXHIBIT 14 TITLED "CUSTOMER COMPLAINTS AND
PICTURES" AS REFERENCED AT THE PUBLIC SERVICE HEARING IN
GAINESVILLE, FLORIDA ON SEPTEMBER 12, 2011**

Intervener, Yes Communities, Inc., d/b/a Arredondo Farms ("YES"), by and through
its undersigned counsel, files this its Notice of Filing Exhibit 14 Titled "Customer
Complaints and Pictures" as Referenced at the Public Service Hearing in Gainesville, Florida
on September 12, 2011.

Respectfully submitted,

ADAMS AND REESE, LLP
David S. Bernstein, Esq. and
Andrew J. McBride, Esq.
150 Second Avenue North, Suite 1700
St. Petersburg, Florida 33701
Direct: (727) 502-8261
E-Fax: (727) 502-8961
Kenneth.curtin@arlaw.com

By: /s/ Andrew J. McBride

David S. Bernstein
Florida Bar No. 454400
Andrew J. McBride
Florida Bar No. 0067973
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 September 20, 2011, to:

Kimberley A. Joyce, Esq.
Aqua American, Inc.
762 West Lancaster Avenue
Bryn Mawr, PA 19010
kajoyce@aquaamerica.com

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Office of Public Counsel
c/o Florida Legislature
111 W. Madison Street, Room 812
Tallahassee, Florida 32399-1400
KELLY.JR@leg.state.fl.us

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Florida Public Service Commission
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111 W. Madison Street, Room 812
Tallahassee, Florida 32399-1400
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Pasco County Attorney's Office
8731 Citizens Drive, Suite 340
New Port Richey, Florida 34654
jrichards@pascocountyfl.net

/s/ Andrew J. McBride
Attorney

EXHIBIT 14

CUSTOMER COMPLAINTS AND PICTURES

Account Number
001464031 1054790
ARREDONDO FARMS
1336568 PWSID # FL2010042

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

Bill Date	Total Amount Due	Current Charges Due Date
December 15, 2010	\$ 1,016.71	January 31, 2011

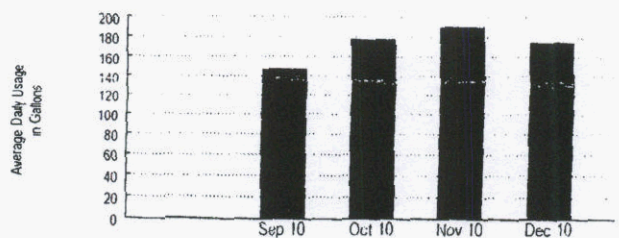
Meter Data

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	56576281	5/8	12/13/10	33	Actual	149100	5,800	Gallons
			11/10/10		Actual	143300		
Average Daily Usage ■ 175 Gallons			Total Days:	33		Total Usage:	5,800	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 941.65
Total Payments Received	67.00
Remaining Balance	874.65
Water Base Facility Charge	15.71
5,000 gallons @ \$.00731 per gallon	36.55
Next 800 gallons @ \$.00898 per gallon	7.18
Current Water Charges	59.44
Sewer Base Facility Charge	35.44
5,800 gallons @ \$.00711 per gallon	41.24
Current Sewer Charges	76.68
Utility Tax	5.94
Amount Due	\$ 1,016.71

Water Usage History



Read Types: Actual Estimated Customer

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.

AQUA Water/Sewer Bill

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

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

Service to:
NEVILYN EVANS
7117 SW ARCHER RD UNIT 2425
GAINESVILLE, FL 32608-3948

Seq=31571 C_{yc}=33M9 1_{up}=949591

31571 1 AV 0.335

1054790

*****AUT0**5-DIGIT 32608 C 88 P 97
NEVILYN EVANS
7117 SW ARCHER RD LOT 2425
GAINESVILLE FL 32608-4649

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Account Number
001464031 1054790

Amount Due	Current Charges Due Date
\$ 1,016.71	January 31, 2011

Amount Enclosed

\$

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

DOCUMENT NUMBER-DATE

00146403110547900000001016716



06811 SEP 20 =

FPSC-COMMISSION CLERK

00001



LAURA DENAMRK
7117 SW ARCHER RD UNIT 2020
GAINESVILLE, FL 32608-4691

Account Number

001769984 0649114

ARREDONDO FARMS
1336568

Aqua Utilities Florida, Inc.
762 W. LANCASTER AVENUE
BRYN MAWR, PA 19010-3489

Tel: 877.987.2782
Fax: 866.780.8301
eMail: custserv@aquaaamerica.com

Reminder Notice
COLLECTION DEPARTMENT OFFICE HOURS ARE
7:30 AM - 5:00 PM WEEKDAYS

Reminder Date	Total Amount Due
August 16, 2011	\$ 215.33

Dear Customer:

Our records indicate that we have not received payment of your final bill for this service location. If you have already made your payment, please accept our thanks and disregard this notice. If you have not made your payment, you may pay immediately with your credit card, ATM/debit card, or by funds transfer from your checking, savings, or money market bank account by calling toll free to 866.269.2906 or you may go the payment website: <https://paynow7.speedpay.com/aqua/index.asp>

If payment is not received within 10 days of the reminder date, we will forward the account to a collection agency. Please contact our Customer Service Department at 877.987.2782 (Select Collections), Monday – Friday, 7:30AM – 5:00PM, if you have any questions.

Aqua Customer Service Department



Aqua Utilities Florida, Inc.
PO Box 328 • BRYN MAWR, PA 19010-0328

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

Service To:

LAURA DENAMRK
7117 SW ARCHER RD UNIT 2020
GAINESVILLE, FL 32608-4691

Account Number

001769984 0649114

Total Amount Due

\$ 215.33

Due Date

August 16, 2011

Amount Enclosed

\$ | | | | | | | | | |

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

Seq=996 Cyc= 1up=1048874 PC=R

*****AUTO**MIXED AADC 189 C 6 P 9
LAURA DENAMRK
7117 SW ARCHER RD LOT 2119
GAINESVILLE FL 32608-4634



001769984064911400000000215333



00002



Service To:
LAURA DENAMRK
7117 SW ARCHER RD UNIT 2119
GAINESVILLE, FL 32608-4600
Lot: 13261572 Block:

Account Number
001769984 0649136
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 **July 22, 2011** Total Amount Due **\$ 67.40** Current Charges Due Date **August 15, 2011**

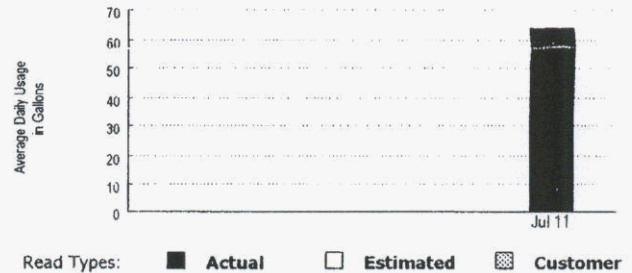
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56582866	5/8	07/11/11	17	Actual	427300	1,100	Gallons
		06/24/11		Actual	426200		
Average Daily Usage = 64 Gallons		Total Days:	17	Total Usage:		1,100	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 0.00
Total Payments Received	0.00
Remaining Balance	0.00
Water Base Facility Charge	8.90
1,100 gallons @ \$0.00731 per gallon	8.04
Current Water Charges	16.94
Sewer Base Facility Charge	19.27
1,100 gallons @ \$0.00682 per gallon	7.50
Current Sewer Charges	26.77
Turn On Fee	22.00
Utility Tax	1.69
Amount Due	\$ 67.40

Water Usage History



Message Center (see reverse side for other information)

- For us, being green comes naturally. That's why we're happy to introduce Aqua Online. Now you can enjoy the convenience of paperless billing while helping us take care of the environment. Visit www.aquaaamerica.com/aquaonline today to make the switch!
- The due date refers to current charges and any deferred payment amount 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:
LAURA DENAMRK
7117 SW ARCHER RD UNIT 2119
GAINESVILLE, FL 32608-4600
Lot: 13261572 Block:

Account Number
001769984 0649136
Amount Due **\$ 67.40** Current Charges Due Date **August 15, 2011**
Amount Enclosed

Seq-22714 Cyc=1up=1038649

22714 1 MB 0 390

0649136

*****AUTO**MIXED AADC 189 C 59 P 75
LAURA DENAMRK
7117 SW ARCHER RD LOT 2119
GAINESVILLE FL 32608-4634



\$

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

00176998406491360000000067407



00003



Service To:
LAURA DENAMRK
7117 SW ARCHER RD UNIT 2020
GAINESVILLE, FL 32608-4691
Lot: 13261547 Block:

Account Number
001769984 0649114
 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
July 11, 2011

Total Amount Due
\$ 289.45

Current Charges Due Date
August 02, 2011

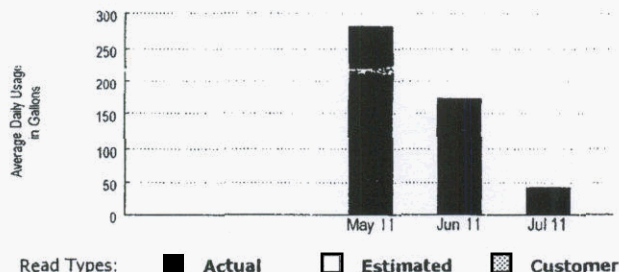
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56585894	5/8	07/08/11	29	Actual	463900	1,200	Gallons
		06/09/11		Actual	462700		
Average Daily Usage = 41 Gallons		Total Days: 29		Total Usage:		1,200	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 215.33
Total Payments Received	0.00
Remaining Balance	215.33
Water Base Facility Charge	15.71
1,200 gallons @ \$0.00731 per gallon	8.77
Current Water Charges	24.48
Sewer Base Facility Charge	34.01
1,200 gallons @ \$0.00682 per gallon	8.18
Current Sewer Charges	42.19
Late Charge	5.00
Utility Tax	2.45
Amount Due	\$ 289.45

Water Usage History



Message Center (see reverse side for other information)

- This is your final bill for service at this property.
- For us, being green comes naturally. That's why we're happy to introduce Aqua Online. Now you can enjoy the convenience of paperless billing while helping us take care of the environment. Visit www.aquaaamerica.com/aquaonline today to make the switch!

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:
LAURA DENAMRK
7117 SW ARCHER RD UNIT 2020
GAINESVILLE, FL 32608-4691
Lot: 13261547 Block:

Account Number
001769984 0649114
 Amount Due **\$ 289.45** Current Charges Due Date **August 02, 2011**
 Amount Enclosed

Seq=2617 Cyc=33M9 1up=1032375

0649114

*****AUTO**MIXED AADC 189 C 13 P 19
 LAURA DENAMRK
 7117 SW ARCHER RD LOT 2119
 GAINESVILLE FL 32608-4634



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

001769984064911400000000289450





Service To:
CLIFTON PRIDGEN
7117 SW ARCHER RD UNIT 2129
GAINESVILLE, FL 32608-4635
Lot: 13261393 Block:

Account Number
001549810 064914
 ARREDONDO FARMS
 1336568 PWSID # FL201004

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

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

Questions about your water/sewer service?... Contact us before the due
 Bill Date **July 13, 2011** Total Amount Due **\$ 453.30** Current Charges Due D **August 04, 2011**

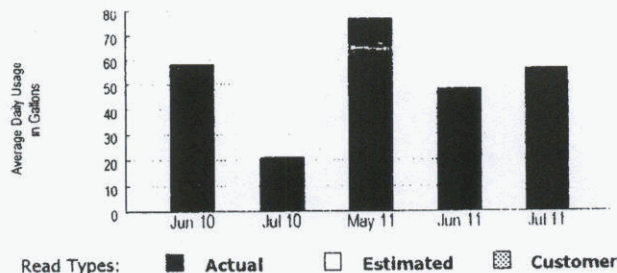
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	U
56576765	5/8	07/11/11	32	Actual	5000	1,800	G
		06/09/11		Actual	3200		
Average Daily Usage = 56 Gallons		Total Days: 32		Total Usage:		1,800	G

Billing Detail

Amount Owed from Last Bill	\$ 450.25
Total Payments Received	115.00
Remaining Balance	335.25
Water Base Facility Charge	15.71
1,800 gallons @ \$0.00731 per gallon	13.16
Current Water Charges	28.87
Sewer Base Facility Charge	34.01
1,800 gallons @ \$0.00682 per gallon	12.28
Current Sewer Charges	46.29
Late Charge	5.00
Violation Reconnection Fee	35.00
Utility Tax	2.89
Amount Due	\$ 453.30

Water Usage History



Message Center (see reverse side for other information)

- For us, being green comes naturally. That's why we're happy to introduce Aqua Online. Now you can enjoy the convenience of paperless billing w helping us take care of the environment. Visit www.aquaamerica.com/aquaonline today to make the switch!
- The due date refers to current charges and any deferred payment amount only. If you do not pay your bill on time, your service could be subject interruption. To ensure proper credit, please remember to provide your full 16-digit account number when paying your bill.

AQUA Water/Sewer Bill

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

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

Service To:
CLIFTON PRIDGEN
7117 SW ARCHER RD UNIT 2129
GAINESVILLE, FL 32608-4635
Lot: 13261393 Block:

Account Number
001549810 0649144
 Amount Due **\$ 453.30** Current Charges Due Date **August 04, 2011**
 Amount Enclosed

Seq=31177 Cyc=33M9 1up=1034255 31177 1 AV 0.340

0649144

*****AUTO**5-DIGIT 32608 C 76 P 84
 CLIFTON PRIDGEN
 7117 SW ARCHER RD LOT 2129
 GAINESVILLE FL 32608-4635



\$

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

00154981006491440000000453305



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business delay new illi aut il
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to yoll aut uo pelsi si ssappe
ngays avel a xoj sn pelsi
the@nasseno

Aqua America, Inc.
762 Lancaster Avenue
Bryn Mawr, PA 19010-3489

Payment Arrangement Letter

Regarding: Aqua Account Number: 001549810 0649144

07/08/2011

Dear Customer,

This letter confirms the agreed upon payment arrangement terms that are described below:

Total Balance Due: \$450.25
Total Payment Arrangement Balance: \$450.25
Payment Arrangement Was Made On: July 8, 2011
Installment Payment: \$112.56, for 4 months
Due Date of Installment Payment(s): 7th of each month beginning July 7, 2011

Also, it is important for you to know:

1. Each monthly installment payment must be received on or before the installment due date stated above. Please allow 7 days for mailing and processing time. Please write the Aqua account number on all payments.
2. Your current monthly bill amount found under the Billing Detail section of your bill is due each month on or before the due date listed on that bill. The current monthly bill amount is equal to the Amount Due minus the Amount Owed from Last Bill-Balance. Please note, the current monthly bill due date is different than the due date of your monthly installment(s) and you will need to send two payments to Aqua. One payment for your current bill amount and another payment for your installment amount.
3. This payment arrangement will automatically cancel if either your monthly installment or your current monthly bill amount is received after their due date. This is the only notice you will receive explaining your monthly payment arrangement.
4. Payments are to be mailed to:

AQUA
P.O. Box 1229
Newark, NJ 07101-1229

If you have any questions regarding this payment arrangement, please contact us at 1.877.987.2782 (1.877.WTR.AQUA)

We appreciate this opportunity to be of service to you.

Sincerely

AQUA Customer Service

An Aqua America Company

AQUA

Aqua America, Inc.
762 Lancaster Avenue
Bryn Mawr, PA 19010-3489

Seq=10

CLIFTON PRIDGEN
7117 SW ARCHER RD UNIT 2129
GAINESVILLE, FL 32608-4635

00006



CLIFTON PRIDGEN
7117 SW ARCHER RD UNIT 2129
GAINESVILLE, FL 32608-4635

Account Number

001549810 0649144

ARREDONDO FARMS

1336568

F123

Aqua Utilities Florida, Inc.
762 W. LANCASTER AVENUE
BRYN MAWR, PA 19010-3489

Tel: **877.987.2782**

Fax: **866.780.8301**

eMail: **custserv@aquaaamerica.com**

10 Day Shut Off Notice
COLLECTION DEPARTMENT OFFICE HOURS ARE
7:30 AM - 5:00 PM WEEKDAYS

Date of Notice	Shut Off Date	Total Amount Due
August 15, 2011	August 25, 2011	\$ 453.30

Your bill for \$ 453.30 is overdue. Because your bill is overdue, we will SHUT OFF service to:

7117 SW ARCHER RD UNIT 2129 after 8:00 AM on or after August 25, 2011.

To stop the shut off, you must do the following immediately:

1. Pay the total amount overdue. To pay by phone, call our toll free number at **866.269.2906** or go to the payment website at <https://paynow7.speedpay.com/aqua/index.asp>.
2. Contact Aqua at **877.987.2782** (Select Collections) to let us know that you made a payment, to make a payment arrangement, or to dispute the overdue bill. You can also contact Aqua at our address above.
3. Call **877.987.2782** (Select Collections) if you or someone in your home has a serious illness or a medical condition.

important Notice: Payments will not be accepted by Aqua representatives visiting the property. To avoid service termination due to unpaid bill(s), you must make payments at an authorized payment location. For the nearest location, please call 877.987.2782 (Select Collections). If we shut off your service, you may have to pay the following charges to have service restored:

Overdue amount:	\$ 453.30
Reconnect Fee :	35.00
Service Deposit (If required):	50.00
Total if we shut off your service:	<u>\$ 538.30</u>

If your service is shut off for non-payment, after making the required payment you must contact Aqua at 877-987-2782 and schedule to have your service reconnected. Your service will be reconnected in accordance with your state approved utility regulations. In most cases service will not be restored until the next business day after your required payment amount has been confirmed.



Aqua Utilities Florida, Inc.

PO Box 328 • BRYN MAWR, PA 19010-0328

URGENT NOTICE - OPEN IMMEDIATELY

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

Service To:

CLIFTON PRIDGEN
7117 SW ARCHER RD UNIT 2129
GAINESVILLE, FL 32608-4635

Account Number

001549810 0649144

Total Amount Due

\$ 453.30

Due Date

PAST DUE

Amount Enclosed

\$ | | | | | | | | | |

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

Seq=999 Cyc= 1up=1048874 PC=1

*****AUTO**MIXED AADC 189 C B P 9
CLIFTON PRIDGEN
7117 SW ARCHER RD LOT 2129
GAINESVILLE FL 32608-4635



001549810064914400000000453305



00007



Service To:
BENJAMIN D. ANDERSON
7117 SW ARCHER RD UNIT 2629
GAINESVILLE, FL 32608-4658
Lot: 13261476 Block:

Account Number
001399374 064928
ARREDONDO FARMS
1336568 PWSID # FL2010041

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

Tel: **877.987.2782**
Fax: **877.780.8292**
e Mail: **custserv@aquaaamerica.com**

Questions about your water/sewer service?... Contact us before the due
Bill Date **April 12, 2011** Total Amount Due **\$ 103.58** Current Charges Due Da **May 04, 2011**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Unit
56585698	5/8	04/08/11	30	Actual	231700	3,400	Ga
		03/09/11		Actual	228300		
Average Daily Usage = 113 Gallons		Total Days:	30		Total Usage:	3,400	Ga

Billing Detail

Amount Owed from Last Bill	\$ 97.02
Total Payments Received	97.02
Remaining Balance	0.00
Water Base Facility Charge	15.71
3,400 gallons @ \$0.00731 per gallon	24.85
Current Water Charges	40.56
Sewer Base Facility Charge Sewer at Old Rate	25.99
2,493 gallons @ \$0.00711 per gallon	17.72
Current Sewer Charges At Old Rate	43.71
Sewer Base Facility Charge Sewer at Current Rate	9.07
Next 907 gallons @ \$0.00682 per gallon	6.18
Current Sewer Charges at Current Rate	15.25
Current Sewer Charges	58.96
Utility Tax	4.06
Amount Due	\$ 103.58

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 cred please remember to provide your full 16-digit account number when paying your bill.

AQUA Water/Sewer Bill

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

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

Service To:
BENJAMIN D. ANDERSON
7117 SW ARCHER RD UNIT 2629
GAINESVILLE, FL 32608-4658
Lot: 13261476 Block:

Account Number

001399374 0649281

Amount Due

\$ 103.58

Current Charges Due Date

May 04, 2011

Amount Enclosed

\$

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

Seq=39513 Cyc=33M9 1up=998110

39513 1 AV 0.335

0649281

*****AUTO**5-DIGIT 32608 C 122 P 143
BENJAMIN D. ANDERSON
7117 SW ARCHER RD LOT 2629
GAINESVILLE FL 32608-4658



00139937406492810000000103587





Service To:
MONICA H. THOMAS
 7117 SW ARCHER RD UNIT 2321
 GAINESVILLE, FL 32608-3948

Account Number
001453107 1054789
 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

Total Amount Due

Current Charges Due Date

November 12, 2010 \$ 997.97

December 06, 2010

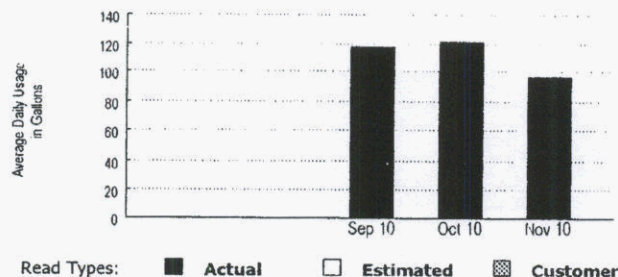
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56585669	5/8	11/10/10	30	Actual	165700	2,900	Gallons
		10/11/10		Actual	162800		
Average Daily Usage = 96 Gallons		Total Days:	30	Total Usage:		2,900	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 931.31
Total Payments Received	40.00
Remaining Balance	891.31
Water Base Facility Charge	15.71
2,900 gallons @ \$0.00731 per gallon	21.20
Current Water Charges	36.91
Sewer Base Facility Charge	35.44
2,900 gallons @ \$0.00711 per gallon	20.62
Current Sewer Charges	56.06
Late Charge	10.00
Utility Tax	3.69
Amount Due	\$ 997.97

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.

Aqua Water/Sewer Bill

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

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

Service To:
MONICA H. THOMAS
 7117 SW ARCHER RD UNIT 2321
 GAINESVILLE, FL 32608-3948

Account Number

001453107 1054789

Amount Due

\$ 997.97

Amount Enclosed

Current Charges Due Date

December 06, 2010

Seq=29874 Cyc=33M9 1up=937159

29874 1 AV 0.335

1054789

*****AUT0**5-DIGIT 32608 C 68 P 71
 MONICA H. THOMAS
 7117 SW ARCHER RD LOT 2321
 GAINESVILLE FL 32608-4642



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

00145310710547890000000997975





Service To:
AMANDA BOYCE
7117 SW ARCHER RD UNIT 2603
GAINESVILLE, FL 32608-4721
Lot: 13261461 Block:

Account Number
001746507 0649258
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

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

Tel: **877.987.2782**
 Fax: **877.780.8292**
 e Mail: **custserv@aquaaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **May 11, 2011**
 Total Amount Due **\$ 319.65**
 Current Charges Due Date **June 02, 2011**

Meter Data

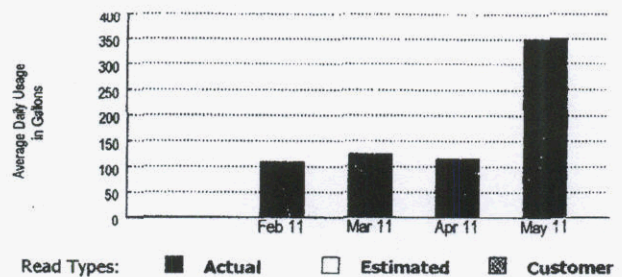
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56584447	5/8	05/09/11	31	Actual	334400	11,000	Gallons
		04/08/11		Actual	323400		
Average Daily Usage = 354 Gallons		Total Days:	31	Total Usage:		11,000	Gallons

Billing Detail

Amount Due..... **\$ 319.65**

Amount Owed from Last Bill \$ 223.90
 Total Payments Received..... 198.79
Remaining Balance 25.11
 Water Base Facility Charge 15.71
 5,000 gallons @ \$0.00731 per gallon 36.55
 Next 5,000 gallons @ \$0.00898 per gallon 44.90
 Next 1,000 gallons @ \$0.02067 per gallon 20.67
 Current Water Charges..... 117.83
 Sewer Base Facility Charge 34.01
 6,000 gallons @ \$0.00682 per gallon 40.92
 Next 5,000 gallons @ \$0.00 per gallon 0.00
 Current Sewer Charges 74.93
 Late Charge 5.00
 Violation Reconnection Fee 35.00
 Deposit 50.00
 Utility Tax 11.78

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 to view your report.
- The due date refers to current charges and any deferred payment amount 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:
AMANDA BOYCE
7117 SW ARCHER RD UNIT 2603
GAINESVILLE, FL 32608-4721
Lot: 13261461 Block:

Account Number
001746507 0649258

Amount Due **\$ 319.65**
 Current Charges Due Date **June 02, 2011**

Amount Enclosed

\$

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

Seq=37361 Cyc=33M9 1up=1009473 37361 1 AV 0.340

0649258

*****AUTO**5-DIGIT 32608 C 112 P 125
 AMANDA BOYCE
 7117 SW ARCHER RD LOT 2603
 GAINESVILLE FL 32608-4654



00174650706492580000000319652





Service To:
KATHERINE SMITH
 7117 SW ARCHER RD UNIT 35
 GAINESVILLE, FL 32608-4671
 Lot: 13261288 Block:

Account Number
001610932 0649332
 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**

352-792-2934

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

Bill Date

Total Amount Due

Current Charges Due Date

February 10, 2011

\$ 802.28

March 04, 2011

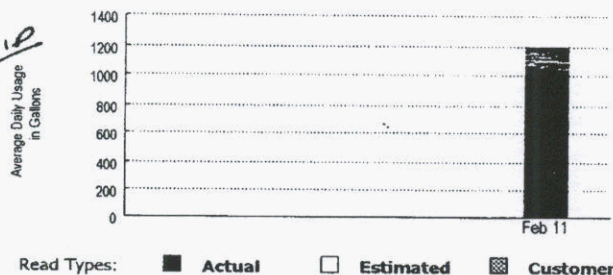
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56585880	5/8	02/08/11	28	Actual	245200	33,800	Gallons
		01/11/11		Actual	211400		
Average Daily Usage = 1,207 Gallons		Total Days: 28		Total Usage:		33,800	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 123.16
Total Payments Received	47.00
Remaining Balance	76.16
Water Base Facility Charge	15.71
5,000 gallons @ \$0.00731 per gallon	36.55
Next 5,000 gallons @ \$0.00898 per gallon	44.90
Next 23,800 gallons @ \$0.02067 per gallon	491.95
Current Water Charges	589.11
Sewer Base Facility Charge	35.44
6,000 gallons @ \$0.00711 per gallon	42.66
Next 27,800 gallons @ \$0.00 per gallon	0.00
Current Sewer Charges	78.10
Utility Tax	58.91
Amount Due	\$ 802.28

Water Usage History



3/23
 PER PAUL DONOT PAY 1/11
 FOR NOT BILL. THEN PAYMENT PAID
 "I WOULD NOT KNOW UNLESS YOU TOLD ME I HAD A BILL
 MARION CALLED AQUA BILLING 3/23
 THEY AGREED THAT THEY WERE WRONG.
 WILL TALK TO 3. GET APPROVAL TO
 CORRECT

Message Center (see reverse side for other information)

- HIGH BILL ALERT - Your usage appears higher than usual. For information on high usage and leaks, visit <http://watersmart.aquaaamerica.com>
- 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:
KATHERINE SMITH
 7117 SW ARCHER RD UNIT 35
 GAINESVILLE, FL 32608-4671
 Lot: 13261288 Block:

Account Number
001610932 0649332

Amount Due **\$ 802.28** Current Charges Due Date **March 04, 2011**

Amount Enclosed

\$

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

Seq=36997 Cyc=33M9 1up=972917

36997 1 AV 0.335

0649332

*****AUTO**5-DIGIT 32608 C 90 P 121
 KATHERINE SMITH
 7117 SW ARCHER RD LOT 35
 GAINESVILLE FL 32608-4671



3/23
 KIM SPOKE WITH PAUL TO INFORM AQUA
 00161093206493320000000802285
 HE ASKED US TO APPROVE P.D.
 2011 * 800-772-2676

00011



Service To:
KATHERINE SMITH
7117 SW ARCHER RD UNIT 35
GAINESVILLE, FL 32608-4671
Lot: 13261288 Block:

Account Number
001610932 0649332
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 **August 16, 2010** Total Amount Due **\$ 52.23** Current Charges Due Date **September 07, 2010**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56585880	5/8	08/12/10	31	Actual	211400	0	Gallons
		07/12/10		Actual	211400		
Total Days: 31				Total Usage:		0	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 114.51
Total Payments Received	115.00
Remaining Balance	0.49 Credit
Water Base Facility Charge	15.71
Current Water Charges	15.71
Sewer Base Facility Charge	35.44
Current Sewer Charges	35.44
Utility Tax	1.57
Amount Due	\$ 52.23

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 to view your report.
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Keep top portion for your records.
Return this portion with your payment.

Service To:
KATHERINE SMITH
7117 SW ARCHER RD UNIT 35
GAINESVILLE, FL 32608-4671
Lot: 13261288 Block:

AQUA Water/Sewer Bill

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

Seq=37653 Cyc=33M9 1up=901106 37653 1 AV 0.335

0649332

*****AUTO**5-DIGIT 32608 C 110 P 146
KATHERINE SMITH
7117 SW ARCHER RD LOT 35
GAINESVILLE FL 32608-4671



Account Number
001610932 0649332
Amount Due **\$ 52.23** Current Charges Due Date **September 07, 2010**

Amount Enclosed



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

00161093206493320000000052237



Service To:
KATHERINE SMITH
7117 SW ARCHER RD UNIT 35
GAINESVILLE, FL 32608-4671
Lot: 13261288 Block:

Account Number
001610932 0649332
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

January 13, 2011

Total Amount Due

\$ 123.16

Current Charges Due Date

February 04, 2011

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56585880	5/8	01/11/11	29	Actual	211400	0	Gallons
		12/13/10		Actual	211400		
Total Days: 29				Total Usage:		0	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 65.44
Total Payments Received	0.00
Remaining Balance	65.44
Water Base Facility Charge	15.71
Current Water Charges	15.71
Sewer Base Facility Charge	35.44
Current Sewer Charges	35.44
Late Charge	5.00
Utility Tax	1.57
Amount Due	\$ 123.16

Message Center (see reverse side for other information)

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AQUA Water/Sewer Bill

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

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

Service To:
KATHERINE SMITH
7117 SW ARCHER RD UNIT 35
GAINESVILLE, FL 32608-4671
Lot: 13261288 Block:

Account Number
001610932 0649332

Amount Due

\$ 123.16

Current Charges Due Date

February 04, 2011

Amount Enclosed

\$

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

Seq=25039 Cyc=33M9 Iup=961249 25039 1 AV 0.335

0649332

*****AUTO**5-DIGIT 32608 C 75 P 96
KATHERINE SMITH
7117 SW ARCHER RD LOT 35
GAINESVILLE FL 32608-4671



00161093206493320000000123161





Service To:
KATHERINE SMITH
7117 SW ARCHER RD UNIT 35
GAINESVILLE, FL 32608-4671
Lot: 13261288 Block:

Account Number
001610932 0649332
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
October 13, 2010

Total Amount Due
\$ 162.67

Current Charges Due Date
November 04, 2010

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56585880	5/8	10/11/10	28	Actual	211400	0	Gallons
		09/13/10		Actual	211400		
		Total Days:	28	Total Usage:		0	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 109.95
Total Payments Received	0.00
Remaining Balance	109.95
Water Base Facility Charge	15.71
Current Water Charges	15.71
Sewer Base Facility Charge	35.44
Current Sewer Charges	35.44
Utility Tax	1.57
Amount Due	\$ 162.67

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 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.





Service To:
KATHERINE SMITH
7117 SW ARCHER RD UNIT 35
GAINESVILLE, FL 32608-4671
Lot: 13261288 Block:

Account Number
001610932 0649332
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

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

Tel: **877.987.2782**
 Fax: **877.780.8292**
 e Mail: **custserv@aquaaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **April 12, 2011**
 Total Amount Due **\$ 913.36**
 Current Charges Due Date **May 04, 2011**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56585880	5/8	04/08/11	30	Actual	249900	2,300	Gallons
		03/09/11		Actual	247600		
Average Daily Usage = 76 Gallons		Total Days: 30		Total Usage:		2,300	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 826.36
Total Payments Received	0.00
Remaining Balance	826.36
Water Base Facility Charge	15.71
2,300 gallons @ \$0.00731 per gallon	16.81
Current Water Charges	32.52
Sewer Base Facility Charge Sewer at Old Rate	25.99
1,687 gallons @ \$0.00711 per gallon	11.99
Current Sewer Charges At Old Rate	37.98
Sewer Base Facility Charge Sewer at Current Rate	9.07
Next 613 gallons @ \$0.00682 per gallon	4.18
Current Sewer Charges at Current Rate	13.25
Current Sewer Charges	51.23
Utility Tax	3.25
Amount Due	\$ 913.36

Message Center (see reverse side for other information)

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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:
KATHERINE SMITH
7117 SW ARCHER RD UNIT 35
GAINESVILLE, FL 32608-4671
Lot: 13261288 Block:

Account Number
001610932 0649332

Amount Due **\$ 913.36**
 Current Charges Due Date **May 04, 2011**

Amount Enclosed

Seq: 39523 Cyc: 33M9 1up: 898110 39523 1 AV 0.335

0649332

*****AUTO**5-DIGIT 32608 C 122 P 143
KATHERINE SMITH
7117 SW ARCHER RD LOT 35
GAINESVILLE FL 32608-4671



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

001610932064933200000000913361







00018

09/06/2011



09/06/2011







2

28

4-18-11

1/2 (5 gal) of sediment

09/06/2011

00023





09/10/2011





09/10/2011

LOT# 2

03/30/2011

Instru
Reside
Side Ph
Electri

00028





00030

03/30/2011