



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

www.aquautilitiesflorida.com

September 27, 2012

Ms. Ann Cole, Director
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Betty Easley Conference Center, Room 110
Tallahassee, FL 32399-0850

RECEIVED-FPSC
12 SEP 28 PM 1:30
COMMISSION
CLERK

In Re: Application for increase in water and 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- Monitoring Report

Dear Ms. Cole:

In accordance with Order No. PSC-12-0102-FOF-WS in Docket No. 100330-WS, enclosed are the original and eight (8) of the following reports and summaries relative to the Aqua Utilities Florida, Inc. ("AUF") Monitoring Plan for the quarter of June through August 2012:

1. Quarterly Reports Regarding PBWNs;
2. Call Center Monitoring Statistics Report;
3. Management Quality Performance Report;
4. Florida Complaint Support Information Report;
5. Florida Score Card;
6. Quarterly Environmental Report (warning letters, consent orders, notice of violation).

COM	_____
AFD	_____
APA	_____
ECO	_____
ENG	_____
GCL	_____
IDM	_____
TEL	_____
CLK	_____

DOCUMENT NUMBER: DATE

06521 SEP 28 2012
An Aqua America Company
FPSC-COMMISSION CLERK

Ms. Ann Cole, Director

September 27, 2012

Page 2

Please acknowledge receipt of this filing by stamping the extra copy of this letter "filed" and returning the copy to me. There is no need to return the attachments, just a copy of the cover letter.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "K. Joyce", written over the word "Sincerely,".

Kimberly A. Joyce, Esq.
Regulatory Counsel and
Manager of Legislative Affairs

Enclosures

cc: Bruce May, Esq., Holland & Knight
Ralph Jaeger, Esq.
Patti Christensen, Office of Public Counsel
Cecilia Bradley, Esq.

**AUF – Quarterly
PBWN Report**

DOCUMENT NUMBER-DATE

06521 SEP 28 02

FPSC-COMMISSION CLERK

Aqua Utilities Florida, Inc.
Precautionary Boil Water Notice Incident Report

Date: August 7 2012

Location/System: Rosalie Oaks

- A. Public Boil Water Notices – PBWN issued by direct mail and door tags for 97 customers in The Rosalie Oaks subdivision for a planned outage. The direct mail letters were mailed on August 3 2012 and the doors were tagged by 9 am August 7 2012.
- B. Explanation For Each Occurrence – Planned outage to accommodate a county storm water project. The duration of the outage was approximately 4 hours. Precautionary Boil Water Notices were distributed to the 97 homes affected by the brief outage. AUF's operator collected two bactl samples after service was restored.
- C. Name of the systems where each PBWN occurred – The Rosalie Oaks water system
- D. Number of customers affected – 97
- E. Explanation as to how the customers were notified – Direct mail and Door Tags.
- F. Length of Time the PBWN Remained in Effect – The PBWN was in effect for 2 days. The water outage lasted approximately 4 hours.
- G. Summary of customer responses to the PBWN's: no customer response

Aqua Utilities Florida Water Notice

Date: 8/6/12
System Name: Rosalie OAKS
Address: _____

Water service will be interrupted temporarily in your area approximately from 9:30am until 3pm on 8/7/12

This interruption of service is necessary to accommodate improvements to your water system. We recommend that you turn off appliances that automatically draw water, such as ice makers, water heaters, heat pumps and irrigation systems. This will prevent any potential damage to your equipment during the time that the water is off. We recommend that you reserve a supply of water for use during this period.

Once the water is restored, we suggest that you allow water to run in your kitchen and bathrooms for several minutes to remove any sediment that may have entered the system.

In accordance with the regulatory entity for your water system, we are required to issue the following **Precautionary Boil Water Notification** to all affected customers which will remain in effect until further notice.

To ensure destruction of all potentially harmful bacteria and other microbes, water used for drinking, cooking, making ice, brushing teeth, or washing dishes should be boiled and cooled prior to consumption. The water should be brought to a rolling boil and continue to boil a full one minute. In lieu of boiling you may purchase bottled water at your own expense.

If you have any questions regarding this matter you may contact:

CUSTOMER SERVICE
1(877) WTR-AQUA

Form 003

Aqua Utilities Florida Water Notice

Date: 8-9-12
System Name: Rosalie OAKS
Address: _____

The 8-6-12 **Precautionary Boil**
Water Notification is hereby rescinded, following the satisfactory completion of the bacteriological survey demonstrates the water is safe to drink.

If you have any questions regarding this matter you may contact:

CUSTOMER SERVICE
1(877) WTR-AQUA

Form 002



Aqua Utilities Florida, Inc.
P.O. Box 2480
Lady Lake, FL 32158-2480

T: 352 674-2860
F: 352 674-2862
www.aquaamerica.com

**Notice to Customers of the Rosalie Oaks Water System.
Water service will be interrupted between 9 a.m. and 3 p.m. on
Tuesday, August 7, 2012**

Aqua Utilities Florida (Aqua) will temporarily interrupt water service within the Rosalie Oaks water system between 9 a.m. and 3 p.m. on Tuesday, August 7, 2012 for the relocation of a water main within your water system. The relocation is necessary to accommodate the installation of new storm water utilities by Polk County. Aqua will also use this opportunity to install additional isolation valves throughout the water system to improve the operation of the system.

When water service is restored, Aqua will sample and test the water in the distribution system to ensure that no contamination took place during the service interruption. **Aqua advises customers to use boiled tap water or bottled water for drinking and cooking as a precaution until we receive test results from the lab.** We expect this precautionary boil water advisory to be in effect for a minimum of two days following the restoration of water service. Aqua will notify customers by door hangers when it is lifted.

While the precautionary boil water advisory is in effect, customers should boil their tap water (bring it to a rolling boil, and let it boil for one minute) and let it cool, or use bottled water for drinking, cooking, washing food, making ice, or brushing teeth. Boiling kills bacteria and other organisms that might be present in the water.

We apologize for the inconvenience and thank you for your patience as Aqua improves your water system.

For more information call Aqua Utilities Florida at 877.987.2782 or Tricia Williams at 352.266.0608.

(PWS # 3531546)
Date: August 6, 2012

Aqua Utilities Florida, Inc.
Precautionary Boil Water Notice Incident Report

Date: August 1 2012

Location/System: Village Water

- A. Public Boil Water Notices – PBWN issued by door tags for 3 customers in Bellaire Estates subdivision at approximately 9:45am, on August 1, 2012.
 - B. Explanation For Each Occurrence – The location was **4562 Maine Ave Lakeland Fl** . The duration of the outage was approximately 30 minutes. Precautionary Boil Water Notices were distributed to the 3 homes affected by the brief outage. AUF's operator collected two bacti samples after service was restored.
 - C. Name of the systems where each PBWN occurred – Village Water water system
 - D. Number of customers affected – 3
 - E. Explanation as to how the customers were notified – Door Tags.
 - F. Length of Time the PBWN Remained in Effect – The PBWN was in effect for 2 days. The water outage lasted approximately 30 minutes.
 - G. Summary of customer responses to the PBWN's: no customer response
-

**Aqua Utilities Florida
Water Notice**

Date: 8-1-12
System Name: Village water
Address: _____

Due to recent circumstances beyond our control, your area has experienced low water pressure. The low pressure was a result of:

- Water Main Break
- Water Main Construction
- Electrical Failure at Water Facility
- Explanation _____

Replace 4' section
pvc main line

In accordance with the regulatory entity for your water system, we are required to issue the following **Precautionary Boil Water Notification** to all affected customers which will remain in effect until the problem has been corrected and a bacteriological evaluation shows that the water is safe to drink.

To ensure destruction of all potentially harmful bacteria and other microbes, water used for drinking, cooking, making ice, brushing teeth or washing dishes should be boiled and cooled prior to consumption. The water should be brought to a rolling boil and continue to boil a full one minute. In lieu of boiling, you may purchase bottled water at your own expense.

If you have any questions regarding this matter you may contact:

**CUSTOMER SERVICE
1(877) WTR-AQUA**

Form 004

**Aqua Utilities Florida
Water Notice**

Date: 8-3-12
System Name: Village water
Address: _____

The 8-1-12 **Precautionary Boil Water Notification** is hereby rescinded, following the satisfactory completion of the bacteriological survey demonstrates the water is safe to drink.

If you have any questions regarding this matter you may contact:

**CUSTOMER SERVICE
1(877) WTR-AQUA**

Form 002

Aqua Utilities Florida, Inc.
Precautionary Boil Water Notice Incident Report

Date: July 4 2012

Location/System: Valencia Terrace

- A. Public Boil Water Notices – PBWN issued by door tags for 15 customers in Valencia Terrace subdivision at approximately 4 pm. on July 4, 2012.
 - B. Explanation For Each Occurrence – The location was ***Our 6" (in) main broke at 03622 Sailfish Ave.*** The duration of the outage was approximately 5 hours from 11 am to 4 pm. Precautionary Boil Water Notices were distributed to the 15 homes affected by the brief outage. AUF's operator collected two bacti samples after service was restored.
 - C. Name of the systems where each PBWN occurred – Valencia Terrace water system
 - D. Number of customers affected – 15
 - E. Explanation as to how the customers were notified – Door Tags.
 - F. Length of Time the PBWN Remained in Effect – The PBWN was in effect for 2 days. The water outage lasted approximately 5 hours.
 - G. Summary of customer responses to the PBWN's: no customer response
-

Aqua Utilities Florida Water Notice

Date: 7/11/12

System Name: VALERIA HILL

Address: _____

Due to recent circumstances beyond our control, your area has experienced low water pressure. The low pressure was a result of:

- Water Main Break
- Water Main Construction
- Electrical Failure at Water Facility
- Explanation _____

In accordance with the regulatory entity for your water system, we are required to issue the following **Precautionary Boil Water Notification** to all affected customers which will remain in effect until the problem has been corrected and a bacteriological evaluation shows that the water is safe to drink.

To ensure destruction of all potentially harmful bacteria and other microbes, water used for drinking, cooking, making ice, brushing teeth or washing dishes should be boiled and cooled prior to consumption. The water should be brought to a rolling boil and continue to boil a full one minute. In lieu of boiling, you may purchase bottled water at your own expense.

If you have any questions regarding this matter you may contact:

CUSTOMER SERVICE
1(877) WTR-AQUA

Form 004

**Aqua Utilities Florida
Water Notice**

Date: 7/7/12
System Name: Vanderbilt Trak.
Address: _____

The 7/4/12 **Precautionary Boil
Water Notification** is hereby rescinded, following
the satisfactory completion of the bacteriological survey
demonstrates the water is safe to drink.

If you have any questions regarding this matter you
may contact:

**CUSTOMER SERVICE
1(877) WTR-AQUA**

Form 002

Aqua Utilities Florida, Inc.
Precautionary Boil Water Notice Incident Report

Date: June 9 2012

Location/System: Rosalie Oaks

- A. Public Boil Water Notices – PBWN issued by door tags for 97 customers in The Rosalie Oaks subdivision at approximately 10:30 am, on June 9, 2012.
 - B. Explanation For Each Occurrence – The location of the line break was Rosalie Oaks Lot 90. The duration of the outage was approximately 6 hours. Precautionary Boil Water Notices were distributed to the 97 homes affected by the brief outage. AUF's operator collected two bacti samples after service was restored.
 - C. Name of the systems where each PBWN occurred – The Rosalie Oaks water system
 - D. Number of customers affected – 97
 - E. Explanation as to how the customers were notified – Door Tags.
 - F. Length of Time the PBWN Remained in Effect – The PBWN was in effect for 2 days. The water outage lasted approximately 6 hours.
 - G. Summary of customer responses to the PBWN's: no customer response
-

**Aqua Utilities Florida
Water Notice**

Date: 6-9-12
System Name: Rosalie OAKS
Address: _____ MHP

Due to recent circumstances beyond our control, your area has experienced low water pressure. The low pressure was a result of:

- Water Main Break
- Water Main Construction
- Electrical Failure at Water Facility
- Explanation _____

In accordance with the regulatory entity for your water system, we are required to issue the following **Precautionary Boil Water Notification** to all affected customers which will remain in effect until the problem has been corrected and a bacteriological evaluation shows that the water is safe to drink.

To ensure destruction of all potentially harmful bacteria and other microbes, water used for drinking, cooking, making ice, brushing teeth or washing dishes should be boiled and cooled prior to consumption. The water should be brought to a rolling boil and continue to boil a full one minute. In lieu of boiling, you may purchase bottled water at your own expense.

If you have any questions regarding this matter you may contact:

**CUSTOMER SERVICE
1(877) WTR-AQUA**

**Aqua Utilities Florida
Water Notice**

Date: 6-13-12
System Name: Rosalie OAKS
Address: _____ MHP

The 6-9-12 **Precautionary Boil Water Notification** is hereby rescinded, following the satisfactory completion of the bacteriological survey demonstrates the water is safe to drink.

If you have any questions regarding this matter you may contact:

**CUSTOMER SERVICE
1(877) WTR-AQUA**

Form 002

Aqua Utilities Florida, Inc.
Precautionary Boil Water Notice Incident Report

Date: July 17, 2012

Location/System: Orange Hill/Sugar Creek Subdivisions

- A. PBWN issued by door tags for 90 customers in the Orange Hill Subdivision at approximately 4:30 p.m. on July 17, 2012.
 - B. Explanation For Each Occurrence – The location was at 102 Valencia Street in Orange Hill Subdivision due to a contractor hitting a 2 inch main. AUF's operator flushed the system, verified chlorine residuals and collected bacti samples after service was restored. The water outage lasted approximately 0.5 hours.
 - C. Name of the systems where each PBWN occurred – Orange Hill/Sugar Creek
 - D. Number of customers affected – 90
 - E. Explanation as to how the customers were notified – Door Tags.
 - F. Length of Time the PBWN Remained in Effect – The PBWN was in effect for 2 days. Rescission notices were distributed by door tags.
 - G. Summary of customer responses to the PBWN's: A 3 calls to customer service concerning the outage.
-

**Aqua Utilities Florida
Water Notice**

Date: 7-19-2012
System Name: George H. II
Address: _____

The 7-17-2012 *Precautionary Boil*
Water Notification is hereby rescinded. The satisfactory
completion of the bacteriological survey demonstrates the
water is safe to drink.

If you have any questions regarding this matter you may
contact:

**CUSTOMER SERVICE
1(877) WTR-AQUA**

**Aqua Utilities Florida
Water Notice**

Date: 7-17-12
System Name: Off 11
Address: _____

Due to recent circumstances beyond our control, your
area has experienced low water pressure. The low
pressure was a result of:

- Water Main Break
 Water Main Construction
 Electrical Failure at Water Facility
 Explanation _____

In accordance with the regulatory entity for your water
system, we are required to issue the following
Precautionary Boil Water Notification to all
affected customers which will remain in effect until
the problem has been corrected and a bacteriological
evaluation shows that the water is safe to drink.

To ensure destruction of all potentially harmful
bacteria and other microbes, water used for drinking,
cooking, making ice, brushing teeth or washing
dishes should be boiled and cooled prior to
consumption. The water should be brought to a
rolling boil and continue to boil a full one minute.
In lieu of boiling, you may purchase bottled water
at your own expense.

If you have any questions regarding this matter you
may contact:

**CUSTOMER SERVICE
1(877) WTR-AQUA**

Form 004

Aqua Utilities Florida, Inc.
Precautionary Boil Water Notice Incident Report

Date: August 21 2012

Location/System: The Meadows

- A. Public Boil Water Notices – PBWN issued by door tags for 12 customers in The Meadows subdivision at approximately 8:20 am, on August 20, 2012.
 - B. Explanation For Each Occurrence – The location was South Charlotte Point Homosassa Springs FL. The duration of the outage was approximately 3.5 hours. Precautionary Boil Water Notices were distributed to the 12 homes affected by the brief outage. AUF's operator collected two bacti samples after service was restored.
 - C. Name of the systems where each PBWN occurred – The Meadows water system
 - D. Number of customers affected – 12
 - E. Explanation as to how the customers were notified – Door Tags.
 - F. Length of Time the PBWN Remained in Effect – The PBWN was in effect for 2 days. The water outage lasted approximately 3.5 hours.
 - G. Summary of customer responses to the PBWN's: no customer response
-

AQUA UTILITIES

Date: AUGUST 20, 2012

Service Area: THE MEADOWS - SOUTH
CHARLOTTE POINT

IMPORTANT NOTICE

BOIL WATER BEFORE USE

Water service was interrupted in your area on (date):

AUGUST 20, 2012

PWS ID 6091178

due to:

PARTIAL OUTAGE DUE TO WATER MAIN BREAK

A precautionary boil water notice is being issued due to the loss of pressure in the distribution system. Due to this loss of pressure in the distribution system, the bacteriological quality of the water is questionable.

Therefore, as a precaution, we advise that all water used for drinking, cooking, making ice, brushing teeth, or washing dishes be boiled. A rolling boil of one minute is sufficient. As an alternative bottled water may be used. Please follow the instructions on this card.

AQUA UTILITIES will be flushing the affected lines and will collect two consecutive days of bacteriological samples as soon as all flushing and disinfection is completed. This is a precautionary measure to ensure that the water meets all safe drinking water standards.

This notice will end when notified.

This notice will remain in effect until satisfactory bacteriological samples are received. Please call Customer Service at 1-877-987-2782 for additional information or clarification. Thank you for your cooperation.

BOIL WATER INSTRUCTIONS

1. Run water from faucets for several seconds to flush any sediment or other contaminants from the plumbing.
2. Boil water for a minimum of one minute before use for food preparation or drinking until notified not to do so.
3. Do not add bleach, chlorine, or any other substance, as a disinfectant to water in an effort to make it drinkable as this may be extremely hazardous to your health. The most effective means to insure your safety is to boil water.
4. Apply these procedures until notified not to do so. You can return to normal water use at that time.

AQUA UTILITIES

Aqua Utilities Florida, Inc.
Precautionary Boil Water Notice Incident Report

Date: July 3, 2012

Location/System: Lake Gibson Estates

- A. Public Boil Water Notices – PBWN issued by door tags for 25 customers in The Lake Gibson Estates subdivision at approximately 8:30 pm, on July 3, 2012.
 - B. Explanation For Each Occurrence – The location of the line break was 5835 Crafton Drive Lakeland Florida. The duration of the outage was approximately 1 hour. Precautionary Boil Water Notices were distributed to the 25 homes affected by the brief outage. AUF's operator collected two bacti samples after service was restored.
 - C. Name of the systems where each PBWN occurred – The Lake Gibson Estates water system
 - D. Number of customers affected – 25
 - E. Explanation as to how the customers were notified – Door Tags.
 - F. Length of Time the PBWN Remained in Effect – The PBWN was in effect for 2 days. The water outage lasted approximately 1 hours.
 - G. Summary of customer responses to the PBWN's: no customer response
-

**Aqua Utilities Florida
Water Notice**

Date: 7/3/12
System Name: LAKE Gibson
Address: CRAFTON Drive

Due to recent circumstances beyond our control, your area has experienced low water pressure. The low pressure was a result of:

- Water Main Break
- Water Main Construction
- Electrical Failure at Water Facility
- Explanation _____

In accordance with the regulatory entity for your water system, we are required to issue the following **Precautionary Boil Water Notification** to all affected customers which will remain in effect until further notice.

To ensure destruction of all potentially harmful bacteria and other microbes, water for drinking, cooling, and ice making should be boiled and cooled prior to consumption. The water should be brought to a rolling boil and continue to boil a full two minutes. In lieu of boiling, you may purchase bottled water at your own expense.

If you have any questions regarding this matter you may contact:

**CUSTOMER SERVICE
1(877) WTR-AQUA**

**Aqua Utilities Florida
Water Notice**

Date: 7/6/12
System Name: LAKE Gibson
Address: CRAFTON DRIVE

The 7/3/12 **Precautionary Boil Water Notification** is hereby rescinded, following the satisfactory completion of the bacteriological survey demonstrates the water is safe to drink.

If you have any questions regarding this matter you may contact:

**CUSTOMER SERVICE
1(877) WTR-AQUA**

Form 002

Aqua Utilities Florida, Inc.
Precautionary Boil Water Notice Incident Report

Date: August 3, 2012

Location/System: Interlachen Estates

- A. Public Boil Water Notices – PBWN issued by door tags for 289 customers in The Interlachen Estates subdivision at approximately 1:30 pm, on August 6, 2012.
- B. Explanation For Each Occurrence – Interruption in disinfection system. Precautionary Boil Water Notices were distributed to the 289 homes AUF's operator collected follow up bacti samples. Once the samples cleared the system the precautionary boil water notice was lifted
- C. Name of the systems where each PBWN occurred – The Interlachen Estates water system
- D. Number of customers affected – 289
- E. Explanation as to how the customers were notified – Door Tags.
- F. Length of Time the PBWN Remained in Effect – The PBWN was in effect for 2 days.
- G. Summary of customer responses to the PBWN's: no customer response



Aqua Utilities Florida, Inc.
P.O. Box 2480
Lady Lake, FL 32158-2480

T: 352.674-2860
F: 352.674-2862
www.aquaamerica.com

Notice to Customers of the Interlachen Lake Estates Water System

Aqua Utilities Florida (Aqua) experienced an interruption of chlorine disinfection on Friday evening, August 3, 2012. This condition was discovered Monday morning.

Due to the loss of chlorine residual, **Aqua is advising customers of this system to use boiled tap water or bottled water for drinking, cooking, washing food, making ice cubes, or brushing teeth.** Please bring tap water to a rolling boil, boil it for one minute, and then let it cool before using it.

Chlorine residual has been restored, and samples are being collected today and tomorrow for testing. The boil water advisory will remain in effect for a minimum of two days while we await test results from the laboratory. Customers will be notified when the advisory is lifted.

Please share this information with all of the other people who drink this water, especially those who might not receive this notice directly.

We apologize for the inconvenience and thank you for your patience.

For more information call Tricia Williams at 352.266.0608 or Aqua Utilities Florida's customer service center at 877.987.2782.

(PWS #2540545)
Date: 8/06/2012



Aqua Utilities Florida, Inc.
P.O. Box 2480
Lady Lake, FL 32158-2480

T: 352.674.2860
F: 352.674.2862
www.aquautilitiesflorida.com

DRINKING WATER PROBLEM CORRECTED INTERLACHEN LAKE ESTATES

Customers of Interlachen Lake Estates were notified on August 06, 2012 of an interruption of chlorine disinfection with our drinking water on Friday evening, August 3, 2012.

We are pleased to report that the problem was corrected on Monday, August 06, 2012. Two (2) consecutive days of bacteriological test results came back clear. We apologize for any inconvenience and thank you for your patience.

As always, you may contact Tricia R. Williams at 352.266.0608 or P.O. Box 2480, Lady Lake, FL 32158-2480 with any comments or questions.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by Aqua Utilities Florida State Water System ID#:2540545

Date distributed: August 08, 2012

Aqua Utilities Florida, Inc.
Precautionary Boil Water Notice Incident Report

Date: August 21, 2012

Location/System: The Woods

- A. Public Boil Water Notices – PBWN issued by door tags for 78 customers in The Woods Estates subdivision at approximately 8:30 pm, on August 21, 2012.
 - B. Explanation For Each Occurrence – Main breaker for well was tripped due to thermal over load. The duration of the outage was approximately 1 hour. Precautionary Boil Water Notices were distributed to the 78 homes affected by the brief outage. AUF's operator collected two bacti samples after service was restored.
 - C. Name of the systems where each PBWN occurred – The Woods water system
 - D. Number of customers affected – 78
 - E. Explanation as to how the customers were notified – Door Tags.
 - F. Length of Time the PBWN Remained in Effect – The PBWN was in effect for 2 days. The water outage lasted approximately 1hour.
 - G. Summary of customer responses to the PBWN's: no customer response
-

Aqua Utilities Florida Water Notice

Date: 8-24
System Name: WOODS
Address: _____

The 8-22 **Precautionary Boil
Water Notification** is hereby rescinded, following
the satisfactory completion of the bacteriological survey
demonstrates the water is safe to drink.

If you have any questions regarding this matter you
may contact:

CUSTOMER SERVICE
1(877) WTR-AQUA

Form 002

Aqua Utilities Florida Water Notice

Date: 8-22-12
System Name: THE WOODS
Address: _____

Due to recent circumstances beyond our control, your area has experienced low water pressure. The low pressure was a result of:

- Water Main Break
- Water Main Construction
- Electrical Failure at Water Facility
- Explanation _____

In accordance with the regulatory entity for your water system, we are required to issue the following **Precautionary Boil Water Notification** to all affected customers which will remain in effect until the problem has been corrected and a bacteriological evaluation shows that the water is safe to drink.

To ensure destruction of all potentially harmful bacteria and other microbes, water used for drinking, cooking, making ice, brushing teeth or washing dishes should be boiled and cooled prior to consumption. The water should be brought to a rolling boil and continue to boil a full one minute. In lieu of boiling, you may purchase bottled water at your own expense.

If you have any questions regarding this matter you may contact:

CUSTOMER SERVICE
1(877) WTR-AQUA

Form 004

Aqua Utilities Florida, Inc.
Precautionary Boil Water Notice Incident Report

Date: July 17, 2012

Location/System: West View

- A. Public Boil Water Notices – PBWN issued by door tags for 29 customers in The West View subdivision at approximately 10:30 am, on July 17, 2012.
 - B. Explanation For Each Occurrence – Raw water from well tested positive for E Coli. Precautionary Boil Water Notices were distributed to the 29 homes AUF's operator collected follow up bacti samples. Once the samples cleared the system the precautionary boil water notice was lifted
 - C. Name of the systems where each PBWN occurred – The West View water system
 - D. Number of customers affected – 29
 - E. Explanation as to how the customers were notified – Door Tags.
 - F. Length of Time the PBWN Remained in Effect – The PBWN was in effect for 3 days.
 - G. Summary of customer responses to the PBWN's: no customer response
-

DRINKING WATER WARNING EXTENDED
For Westview Water System
BOIL YOUR WATER BEFORE USING

Untreated Well Water Tested Positive for Fecal Contamination

Water tests have detected a fecal indicator (*E. coli*) in the untreated well water in your water system. As our customers, you have a right to know what happened and what we are doing to correct this situation.

On July 14, 2012, we learned that a sample taken from the untreated raw water from the well in this system as an additional assessment sample for the month of July was *E. coli* positive. As required by the Environmental Protection Agency's (EPA's) Ground Water Rule, as part of our corrective actions, we collected additional samples from this well within 24 hours to determine the extent of the problem. This sampling occurred on July 15, 2012. On July 17, 2012, we received the sample test results. Although all of the results from the distribution samples were clear, one of five untreated well water samples tested positive for *E. coli*.

The boil water advisory for the Westview water system will continue until we inspect, disinfect and re-test the well.

What should I do?

DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST. Bring all water to a rolling boil, let it boil for one minute, and let it cool before using it. Boiling kills bacteria and other organisms in the water. You may also use bottled water. Use boiled or bottled water for drinking, making ice, preparing food, and washing dishes until further notice.

Also, if you have a severely compromised immune system, have an infant, or are elderly, you may be at increased risk and should seek advice about drinking water from your health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from the EPA's Safe Drinking Water Hotline at 800.426.4791. If you have specific health concerns, consult your doctor.

What does this mean?

Inadequately treated or inadequately protected water might contain disease-causing organisms. These organisms can cause symptoms such as diarrhea, nausea, cramps, and associated headaches. *Fecal indicators are microbes whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause short-term health effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems.* These symptoms are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What is being done?

The well that was positive for *E. coli* is being inspected, disinfected and re-tested. We will keep you informed of the steps we are taking to protect your drinking water and will provide information on any steps you should be taking until this problem is corrected.

For more information, please contact Tricia Williams, Aqua state utility engineer (352.266.0608) or Aqua's Customer Service (877.987.2782) or visit Aqua's website at www.aquaamerica.com.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

**West View Subdivision
RESCISSION OF PRECAUTIONARY BOIL WATER
NOTICE**

Customers of Westview were notified on July 14, 2012 and July 17, 2012 of a problem with our drinking water. We are pleased to report that the problem has been corrected. We apologize for any inconvenience and thank you for your patience.

The distribution system was re-tested on July 18, 2012 and July 19, 2012, for coliform bacteria and all test results were negative for two consecutive days for Total Coliform and E. coli.

As always, you may contact Tricia R. Williams at 352.266.0608 or P.O. Box 2480, Lady Lake, FL 32158-2480 with any comments or questions.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by Aqua Utilities Florida State Water System ID#:3424036

Date distributed: July 20, 2012

Aqua Utilities Florida, Inc.
Precautionary Boil Water Notice Incident Report

Date: July 16, 2012

Location/System: Tangerine WTF

- A. Public Boil Water Notices – PBWN issued by door tags and Swift Reach (reverse 911) for 358 customers in Tangerine subdivision at approximately 7:30 pm. on July 16, 2012.
 - B. Explanation For Each Occurrence – Lighting storm knocked out commercial power and the onsite generator. The duration of the low pressure was approximately 3.5 hours from 7:30 pm to 11:00 pm. Precautionary Boil Water Notices were distributed to the 358 homes affected by the low pressure. AUF's operator collected two bacti samples after service was restored.
 - C. Name of the systems where each PBWN occurred – Valencia Terrace water system
 - D. Number of customers affected – 358
 - E. Explanation as to how the customers were notified – Door Tags and Swift reach.
 - F. Length of Time the PBWN Remained in Effect – The PBWN was in effect for 2 days. The water outage lasted approximately 3.5 hours.
 - G. Summary of customer responses to the PBWN's: no customer response
-

Aqua Utilities Florida Water Notice

Date: 7/11/12

System Name: Tampa

Address: _____

Due to recent circumstances beyond our control, your area has experienced low water pressure. The low pressure was a result of:

- Water Main Break
- Water Main Construction
- Electrical Failure at Water Facility
- Explanation _____

In accordance with the regulatory entity for your water system, we are required to issue the following **Precautionary Boil Water Notification** to all affected customers which will remain in effect until the problem has been corrected and a bacteriological evaluation shows that the water is safe to drink.

To ensure destruction of all potentially harmful bacteria and other microbes, water used for drinking, cooking, making ice, brushing teeth or washing dishes should be boiled and cooled prior to consumption. The water should be brought to a rolling boil and continue to boil a full one minute. In lieu of boiling, you may purchase bottled water at your own expense.

If you have any questions regarding this matter you may contact:

CUSTOMER SERVICE
1(877) WTR-AQUA

Form 004

**Aqua Utilities Florida
Water Notice**

Date: 7/19/12

System Name: TANDEM 102

Address: _____

The 7/19/12 **Precautionary Boil
Water Notification** is hereby rescinded, following
the satisfactory completion of the bacteriological survey
demonstrates the water is safe to drink.

If you have any questions regarding this matter you
may contact:

**CUSTOMER SERVICE
1(877) WTR-AQUA**

Form 002

**AUF – Quarterly
Call Center Statistics Report**

Call Center Statistics	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	EXPLANATION OF STATISTICS
States	PA,NC,VA,TX,FL,OH,NI ,IL,MO,IN,NY	PA,NC,VA,TX,FL,OH,NI ,IL,MO,IN,NY	PA,NC,VA,TX,FL,OH,NI ,IL,MO,IN,NY	PA,NC,VA,TX,FL,OH,NI ,IL,MO,IN,NY	PA,NC,VA,TX,FL,OH,NI ,IL,MO,IN,NY	PA,NC,VA,TX,FL,OH,NI ,IL,MO,IN,NY	PA,NC,VA,TX,FL,OH,NI ,IL,IN,NY	PA,NC,VA,TX,FL,OH,NI ,IL,IN,NY	Refers to states where Aqua customers are serviced by call centers
Customers (approx.)	940,279	940,279	940,279	940,279	951,579	951,579	951,579	961,739	Refers to the approximate number of customers being serviced by the call centers
Total Calls	91,975	79,708	79,616	79,801	99,118	103,295	108,103	117,871	The number of total calls that were received through the toll-free number that went into a service queue (does not include customers who used self-serve options)
Days Open	21	21	22	21	22	21	21	23	Days in month that call centers were open for business
Average Calls/Day	4,380	3,796	3,619	3,800	4,505	4,919	5,148	5,125	Calculated by dividing Total Calls by Days Open
Abandon Rate	2.6%	1.5%	0.8%	1.0%	4.3%	7.7%	12.4%	12.7%	Percentage of Total Calls where customers disconnected (abandoned) prior to a CSR answering.
Calls Answered in < 90 seconds	85%	94%	97%	96%	81%	64%	48%	44%	Percentage of calls where a CSR answered in 90 seconds or less
Average Speed to Answer	33 sec	16 sec	9 sec	11 sec	45 sec	88 sec	150 sec	158 sec	The average time in seconds that a customer waited before their call was answered by a CSR.
Average Handle Time	4:34	4:20	4:15	4:16	4:27	4:32	4:40	4:41	The average for all answered calls of total talk time plus total hold time plus any time for after call work completed by the CSR
Average #CSR/Day	65.6	63.6	64.3	65.1	65.9	61.3	60.5	60.0	The average number of CSRs who logged in each day during the stated month
Calls Answered	89,584	78,512	78,979	79,003	94,856	95,341	94,698	102,901	Total Calls less abandoned calls.

**AUF – Quarterly
Management Quality Performance Report**

**QUALITY PERFORMANCE REPORT
FLORIDA CUSTOMERS
June 2012**

Jun-12		Percent	Total Calls
1	Move In or Move Out	21%	1,067
2	Pay by Phone - Speedpay	16%	787
3	Verify Account Balance	9%	459
4	Payment Arrangement	6%	317
5	Customer Account Changes	6%	282
6	Restore Service	5%	259
7	Shut-Off Notice	4%	219
8	Payment Confirmation Number	4%	213
9	Explain Bill	4%	194
10	High Bill Complaint	4%	182
11	Verify Receipt of Payment	3%	137
12	Sewer Service Complaint	2%	81
13	Service Line Leak	1%	55
14	Turn On or Turn Off Service	1%	55
15	Leak Adjustment	1%	53
16	Dispute Bill	1%	45
17	Aqua Online	1%	44
18	No Water	1%	43
19	Waive Late Fees	1%	36
20	Payment Location Inquiry	1%	36
	All Other Calls	8%	406
Total calls		100%	4,968

**QUALITY PERFORMANCE REPORT
FLORIDA CUSTOMERS
July 2012**

Jul-12		Percent	Total Calls
1	Move In or Move Out	19%	1,059
2	Verify Account Balance	14%	764
3	Pay by Phone - Speedpay	13%	731
4	Payment Arrangement	5%	295
5	Restore Service	5%	279
6	Customer Account Changes	5%	260
7	Explain Bill	5%	255
8	Shut-Off Notice	5%	254
9	No Bill	4%	203
10	Payment Confirmation Number	4%	202
11	No Water	3%	175
12	Verify Receipt of Payment	2%	112
13	High Bill Complaint	2%	101
14	Service Line Leak	1%	80
15	Boil Water Notice	1%	71
16	Turn On or Turn Off Service	1%	65
17	Low Pressure	1%	56
18	Leak Adjustment	1%	51
19	Sewer Service Complaint	1%	43
20	Aqua Online	1%	43
	All Other Calls	9%	502
Total calls		100%	5,601

**AUF – Quarterly
Florida Customer Contact Report**

Florida Customer Contacts June 2012

System	CITY	CCS Reason	Total
ARREDONDO ESTATES	GAINESVILLE		8
ARREDONDO ESTATES Total			8
ARREDONDO FARMS	GAINESVILLE		11
ARREDONDO FARMS Total			11
BREEZE HILL	LAKE WALES		2
BREEZE HILL Total			2
CARLTON VILLAGE	LADY LAKE		2
CARLTON VILLAGE Total			2
CHULUOTA	CHULUOTA		20
	OVIEDO		5
CHULUOTA Total			25
EAST LAKE HARRIS ESTATES	ASTATULA		3
EAST LAKE HARRIS ESTATES Total			3
FAIRWAYS @ MT. PLYMOUTH	SORRENTO		4
FAIRWAYS @ MT. PLYMOUTH Total			4
FERN TERRACE	LEESBURG		7
FERN TERRACE Total			7
FRIENDLY CENTER	ASTATULA		1
FRIENDLY CENTER Total			1
GIBSONIA ESTATES	LAKELAND		8
GIBSONIA ESTATES Total			8
GRAND TERRACE	GRAND ISLAND		3
GRAND TERRACE Total			3
HAINES CREEK	LEESBURG		1
HAINES CREEK Total			1
HARMONY HOMES	ALTAMONTE SPRINGS		2
HARMONY HOMES Total			2
HERMITS COVE	SATSUMA		2
HERMITS COVE Total			2
HOBBY HILLS	LADY LAKE		2
HOBBY HILLS Total			2
HOLIDAY HAVEN	ASTOR		5
HOLIDAY HAVEN Total			5
IMPERIAL	TAVARES		3
IMPERIAL Total			3
INTERLACHEN PARK	INTERLACHEN		4
INTERLACHEN PARK Total			4

Florida Customer Contacts June 2012

System	CITY	CCS Reason	Total
JASMINE LAKES	PORT RICHEY		49
JASMINE LAKES Total			49
JUNGLE DEN	ASTOR		9
JUNGLE DEN Total			9
KINGS COVE	FRUITLAND PARK		3
KINGS COVE Total			3
KINGSWOOD	MIMS		2
KINGSWOOD Total			2
LAKE GIBSON ESTATES	LAKELAND		21
LAKE GIBSON ESTATES Total			21
LAKE JOSEPHINE	SEBRING		22
LAKE JOSEPHINE Total			22
LAKE OSBORNE EST	LAKE WORTH		8
LAKE OSBORNE EST Total			8
LAKE SUZY	LAKE SUZY		9
LAKE SUZY Total			9
LEISURE LAKES	LAKE PLACID		12
LEISURE LAKES Total			12
OAKWOOD	MIMS		2
OAKWOOD Total			2
OCALA OAKS	BELLEVIEW		11
	OCALA		20
	SUMMERFIELD		9
OCALA OAKS Total			40
ORANGE HILL	WINTER HAVEN		8
ORANGE HILL Total			8
PALM TERRACE	PORT RICHEY		43
PALM TERRACE Total			43
PALMS MHP	LEESBURG		2
PALMS MHP Total			2
PEACE RIVER	WAUCHULA		1
PEACE RIVER Total			1
PICCIOLA ISLAND	FRUITLAND PARK		2
PICCIOLA ISLAND Total			2
PINEY WOODS	FRUITLAND PARK		7
PINEY WOODS Total			7
POMONA PARK	POMONA PARK		5
POMONA PARK Total			5
QUAIL RIDGE	LEESBURG		1
QUAIL RIDGE Total			1
RAVENSWOOD	LEESBURG		3
RAVENSWOOD Total			3
RIVER GROVE	EAST PALATKA		4
RIVER GROVE Total			4
ROSALIE OAKS	LAKE WALES		4
ROSALIE OAKS Total			4
SARATOGA HARBOUR	SATSUMA		1
SARATOGA HARBOUR Total			1
SEBRING LAKES	SEBRING		3
SEBRING LAKES Total			3
SILVER LAKE ESTS	LEESBURG		30
SILVER LAKE ESTS Total			30
SILVER LAKE OAKS	PALATKA		2

Florida Customer Contacts June 2012

System	CITY	CCS Reason	Total
SILVER LAKE OAKS Total			2
SKYCREST	FRUITLAND PARK		15
SKYCREST Total			15
ST JOHNS HIGHLANDS	SATSUMA		5
ST JOHNS HIGHLANDS Total			5
SUMMIT CHASE	TAVARES		1
SUMMIT CHASE Total			1
SUNNY HILLS	CHIPLEY		11
	SUNNY HILLS		8
SUNNY HILLS Total			19
TANGERINE	MOUNT DORA		1
	TANGERINE		5
TANGERINE Total			6
THE WOODS	WEBSTER		11
THE WOODS Total			11
TOMOKA	ORMOND BEACH		16
TOMOKA Total			16
VALENCIA TERRACE	FRUITLAND PARK		5
VALENCIA TERRACE Total			5
VENETIAN VILLAGE	TAVARES		3
VENETIAN VILLAGE Total			3
VILLAGE WATER	LAKELAND		10
VILLAGE WATER Total			10
ZEPHYR SHORES	ZEPHYRHILLS		2
ZEPHYR SHORES Total			2
Grand Total			479

Florida Customer Contacts July 2012

System	CITY	CCS Reason	Total
48 ESTATES	LEESBURG		2
48 ESTATES Total			2
ARREDONDO ESTATES	GAINESVILLE		12
ARREDONDO ESTATES Total			12
ARREDONDO FARMS	GAINESVILLE		15
ARREDONDO FARMS Total			15
BREEZE HILL	LAKE WALES		4
BREEZE HILL Total			4
CARLTON VILLAGE	LADY LAKE		5
CARLTON VILLAGE Total			5
CHULUOTA	CHULUOTA		15
	OVIEDO		8
CHULUOTA Total			23
FAIRWAYS @ MT. PLYMOUTH	SORRENTO		9
FAIRWAYS @ MT. PLYMOUTH Total			9
FERN TERRACE	LEESBURG		2
FERN TERRACE Total			2
FRIENDLY CENTER	ASTATULA		2
FRIENDLY CENTER Total			2
GIBSONIA ESTATES	LAKELAND		8
GIBSONIA ESTATES Total			8
GRAND TERRACE	GRAND ISLAND		4
GRAND TERRACE Total			4
HAINES CREEK	LEESBURG		5
HAINES CREEK Total			5
HARMONY HOMES	ALTAMONTE SPRINGS		1
HARMONY HOMES Total			1
HERMITS COVE	SATSUMA		6
HERMITS COVE Total			6
HOBBY HILLS	LADY LAKE		2
HOBBY HILLS Total			2
HOLIDAY HAVEN	ASTOR		8
HOLIDAY HAVEN Total			8
IMPERIAL	TAVARES		4
IMPERIAL Total			4
INTERLACHEN PARK	INTERLACHEN		5
INTERLACHEN PARK Total			5

Florida Customer Contacts July 2012

System	CITY	CCS Reason	Total
JASMINE LAKES	PORT RICHEY		64
JASMINE LAKES Total			64
JUNGLE DEN	ASTOR		5
JUNGLE DEN Total			5
KINGS COVE	FRUITLAND PARK		4
KINGS COVE Total			4
KINGSWOOD	MIMS		2
KINGSWOOD Total			2
LAKE GIBSON ESTATES	LAKELAND		30
LAKE GIBSON ESTATES Total			30
LAKE JOSEPHINE	SEBRING		27
LAKE JOSEPHINE Total			27
LAKE OSBORNE EST	LAKE WORTH		8
LAKE OSBORNE EST Total			8
LAKE SUZY	LAKE SUZY		7
LAKE SUZY Total			7
LEISURE LAKES	LAKE PLACID		15
LEISURE LAKES Total			15
OAKWOOD	MIMS		3
OAKWOOD Total			3
OCALA OAKS	BELLEVIEW		4
	OCALA		102
	SUMMERFIELD		10
OCALA OAKS Total			118
ORANGE HILL	WINTER HAVEN		20
ORANGE HILL Total			20
PALM PORT	EAST PALATKA		4
PALM PORT Total			4
PALM TERRACE	PORT RICHEY		47
PALM TERRACE Total			47
PALMS MHP	LEESBURG		1
PALMS MHP Total			1
PEACE RIVER	WAUCHULA		7
PEACE RIVER Total			7
PICCIOLA ISLAND	FRUITLAND PARK		1
PICCIOLA ISLAND Total			1
PINEY WOODS	FRUITLAND PARK		9
PINEY WOODS Total			9
POMONA PARK	POMONA PARK		3
POMONA PARK Total			3
QUAIL RIDGE	LEESBURG		2
QUAIL RIDGE Total			2
RAVENSWOOD	LEESBURG		6
RAVENSWOOD Total			6
RIVER GROVE	EAST PALATKA		1
RIVER GROVE Total			1
ROSALIE OAKS	LAKE WALES		3
ROSALIE OAKS Total			3
SARATOGA HARBOUR	SATSUMA		6
SARATOGA HARBOUR Total			6
SEBRING LAKES	SEBRING		3
SEBRING LAKES Total			3
SILVER LAKE ESTS	LEESBURG		19

Florida Customer Contacts July 2012

System	CITY	CCS Reason	Total
SILVER LAKE ESTS Total			19
SKYCREST	FRUITLAND PARK		2
SKYCREST Total			2
ST JOHNS HIGHLANDS	SATSUMA		3
ST JOHNS HIGHLANDS Total			3
SUMMIT CHASE	TAVARES		10
SUMMIT CHASE Total			10
SUNNY HILLS	CHIPLEY		13
	SUNNY HILLS		4
SUNNY HILLS Total			17
TANGERINE	MOUNT DORA		21
	TANGERINE		22
TANGERINE Total			43
THE WOODS	WEBSTER		3
THE WOODS Total			3
TOMOKA	ORMOND BEACH		27
TOMOKA Total			27
VALENCIA TERRACE	FRUITLAND PARK		21
VALENCIA TERRACE Total			21
VILLAGE WATER	LAKELAND		5
VILLAGE WATER Total			5
ZEPHYR SHORES	ZEPHYRHILLS		5
ZEPHYR SHORES Total			5
WOOTEN	GEORGETOWN		1
WOOTEN Total			1
Grand Total			667

Florida Customer Contacts August 2012

System	CITY	CCS Reason	Total
48 ESTATES	LEESBURG		1
ARREDONDO ESTATES	GAINESVILLE		8
ARREDONDO ESTATES Total			8
ARREDONDO FARMS	GAINESVILLE		17
ARREDONDO FARMS Total			17
BEECHERS POINT	WELAKA		6
BEECHERS POINT Total			6
BREEZE HILL	LAKE WALES		3
BREEZE HILL Total			3
CARLTON VILLAGE	LADY LAKE		6
CARLTON VILLAGE Total			5
CHULUOTA	CHULUOTA		46
	OVIEDO		7
CHULUOTA Total			53
FAIRWAYS @ MT. PLYMOUTH	SORRENTO		11
FAIRWAYS @ MT. PLYMOUTH Total			11
FERN TERRACE	LEESBURG		5
FERN TERRACE Total			5
GIBSONIA ESTATES	LAKELAND		2
GIBSONIA ESTATES Total			2
HAINES CREEK	LEESBURG		3
HAINES CREEK Total			3
HARMONY HOMES	ALTAMONTE SPRINGS		4
HARMONY HOMES Total			4
HERMITS COVE	SATSUMA		7
HERMITS COVE Total			7
HOBBY HILLS	LADY LAKE		5
HOBBY HILLS Total			5
HOLIDAY HAVEN	ASTOR		14
HOLIDAY HAVEN Total			14
IMPERIAL	TAVARES		5
IMPERIAL Total			5
INTERLACHEN PARK	INTERLACHEN		13
INTERLACHEN PARK Total			13
JASMINE LAKES	PORT RICHEY		39
JASMINE LAKES Total			39

Florida Customer Contacts August 2012

System	CITY	CCS Reason	Total
JUNGLE DEN	ASTOR		4
JUNGLE DEN Total			4
KINGS COVE	FRUITLAND PARK		15
KINGS COVE Total			15
KINGSWOOD	MIMS		2
KINGSWOOD Total			2
LAKE GIBSON ESTATES	LAKELAND		8
LAKE GIBSON ESTATES Total			8
LAKE JOSEPHINE	SEBRING		27
LAKE JOSEPHINE Total			27
LAKE OSBORNE EST	LAKE WORTH		8
LAKE OSBORNE EST Total			8
LAKE SUZY	LAKE SUZY		10
LAKE SUZY Total			10
LEISURE LAKES	LAKE PLACID		16
LEISURE LAKES Total			16
OAKWOOD	MIMS		7
OAKWOOD Total			7
OCALA OAKS	BELLEVIEW		1
	OCALA		56
	SUMMERFIELD		1
OCALA OAKS Total			58
ORANGE HILL	WINTER HAVEN		2
ORANGE HILL Total			2
PALM TERRACE	PORT RICHEY		30
PALM TERRACE Total			30
PEACE RIVER	WAUCHULA		2
PEACE RIVER Total			2
PICCIOLA ISLAND	FRUITLAND PARK		1
PICCIOLA ISLAND Total			1
PINEY WOODS	FRUITLAND PARK		7
PINEY WOODS Total			7
POMONA PARK	POMONA PARK		7
POMONA PARK Total			7
QUAIL RIDGE	LEESBURG		1
QUAIL RIDGE Total			1
RIVER GROVE	EAST PALATKA		3
RIVER GROVE Total			3
ROSALIE OAKS	LAKE WALES		5
ROSALIE OAKS Total			5
SARATOGA HARBOUR	SATSUMA		1
SARATOGA HARBOUR Total			1
SEBRING LAKES	SEBRING		3
SEBRING LAKES Total			3
SILVER LAKE ESTS	LEESBURG		38
SILVER LAKE ESTS Total			38
SILVER LAKE OAKS	PALATKA		3
SILVER LAKE OAKS Total			3
SKYCREST	FRUITLAND PARK		9
SKYCREST Total			9
ST JOHNS HIGHLANDS	SATSUMA		2
ST JOHNS HIGHLANDS Total			2
SUMMIT CHASE	TAVARES		4

Florida Customer Contacts August 2012

System	CITY	CCS Reason	Total
SUMMIT CHASE Total			4
SUNNY HILLS	CHIPLEY		14
	SUNNY HILLS		4
SUNNY HILLS Total			18
TANGERINE	MOUNT DORA		3
	TANGERINE		7
TANGERINE Total			10
THE WOODS	WEBSTER		13
THE WOODS Total			13
TOMOKA	ORMOND BEACH		16
TOMOKA Total			16
VALENCIA TERRACE	FRUITLAND PARK		6
VALENCIA TERRACE Total			6
VENETIAN VILLAGE	TAVARES		3
VENETIAN VILLAGE Total			3
VILLAGE WATER	LAKELAND		5
VILLAGE WATER Total			5
ZEPHYR SHORES	ZEPHYRHILLS		2
ZEPHYR SHORES Total			2
MORNINGVIEW	LEESBURG		1
MORNINGVIEW Total			1
Grand Total			546

AUF – Quarterly
Florida Score Card

Customer Service - June 2012		
	Target	Actual
Read Rate of Metered Accounts	99.00%	99.30%
% of cycles completed on scheduled date (+ or - 1 Day)	100%	100.00%
Overall Estimate Rate	0.50%	0.20%
Accounts Estimated > 90 Days	0.05%	0.07%

Customer Service - July 2012		
	Target	Actual
Read Rate of Metered Accounts	99.00%	99.30%
% of cycles completed on scheduled date (+ or - 1 Day)	100%	100.00%
Overall Estimate Rate	0.50%	0.30%
Accounts Estimated > 90 Days	0.05%	0.11%

Customer Service - August 2012		
	Target	Actual
Read Rate of Metered Accounts	99.00%	99.30%
% of cycles completed on scheduled date (+ or - 1 Day)	100%	100.00%
Overall Estimate Rate	0.50%	0.30%
Accounts Estimated > 90 Days	0.05%	0.11%

AUF – Quarterly
Environmental Report

There are no Quarterly Environmental Reports for the quarter of June through August 2012.