

Property Owners of Harbor Hills, Inc.
A Voice for All Harbor Hills Residents
P.O. Box 118, Lady Lake FL 32158

OFFICE OF THE CLERK
11 APR -7 AM 6:31

April 4, 2011

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

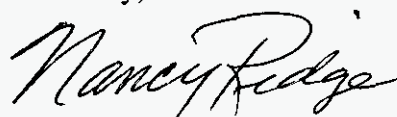
11 APR -7 PM 12:15
COMMISSION
CLERK
REC'D

Re: Docket No. 110019-WS – Aqua Utilities Florida, Inc.’s Application for Approval of Transfer of Harbor Hills Utilities, L.P.’s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.’s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.
And, February 11, 2011 – letter from Ellen Wilcox same subject.

Dear Commissioners:

Exhibits A and B to the letter dated February 11 from Ellen Wilcox, our previous President, were not included. They are attached here. Please enter these into the subject docket file with her letter.

Sincerely,


Nancy Ridge, President
Property Owners of Harbor Hills

Atts.

Cc: D. Bruce May, Esq., Holland and Knight
(Atts will be scanned into the docket file)

DOCUMENT NUMBER-DATE
02315 APR -7 =
FPSC-COMMISSION CLERK

Property Owners of Harbor Hills, Inc.
A Voice for All Harbor Hills Residents
P.O. Box 118, Lady Lake, FL 32158

February 11, 2011

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

RECEIVED-FPSC
11 FEB 14 PM 3:07
COMMISSION
CLERK

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

Dear Commissioners:

On behalf of its members, the Property Owners of Harbor Hills, Inc. (“POHH”) is writing to timely¹ provide comment on the pending applications filed by Aqua Utilities Florida (“AUF”), Docket No. 110091, seeking the Florida Public Service Commission’s (“Commission”) approval of the transfer of Harbor Hills Utilities, L.P.’s (“Harbor Hills”) water system and amendment of certificate in Lake County, Florida, and approval of an original certificate for an existing wastewater system, initial rate request, and amendment of certificate in Lake County, Florida (hereafter “Applications”). POHH has approximately 260 members, all of whom are residents of the Harbor Hills community, and all of whom are water utility customers of, and obtain their wastewater utility service from, Harbor Hills.

We respectfully request the Commission to closely scrutinize and conduct a thorough review of AUF’s Applications in order to ensure that the public interest is served and that AUF will fulfill the commitments, obligations, and representations of Harbor Hills as required by Section 367.071, Florida Statutes, and that the initial rates established for the wastewater utility

¹ According to Affidavits submitted by Aqua Utilities Florida, the Notice of Application for each of the above-referenced Application was mailed to customers of Harbor Hills Utilities, L.P., on January 10, 2011, and Notice of Application for each of the above-referenced Applications was published in The Villages *Daily Sun* on January 13, 2011. Under Section 367.045(3), Florida Statutes, and Florida Public Service Commission Rule 25-30.031, Florida Administrative Code, written objections must be filed within 30 days after the last day that the Notice is mailed or published by the applicant, whichever is later. Thus, written objection on the above-referenced Applications must be filed within 30 days after January 13, 2011. Pursuant to Uniform Rule of Procedure 28-106.103, Florida Administrative Code, the day of the act from which the time period begins to run is not included in computing the running of an applicable period of time. Here, the 30-day period for submitting written objections commenced on January 14, 2011 and ended on February 12, 2011, a Saturday. Rule 28-106.103 provides that “[t]he last day of the period is included, unless it is a Saturday, Sunday, or legal holiday, in which event the period shall run until the next day that is not a Saturday, Sunday, or legal holiday.” That day is Monday, February 14, 2011.

(no attachments included)
Mcfearn
01029 FEB 14 =
FPSC-COMMISSION CLERK

DOCUMENT NUMBER-DATE

02315 APR-7 =

FPSC-COMMISSION CLERK

Ms. Ann Cole,
Commission Clerk
Written Comments on Docket No. 110091
Aqua Utilities Florida, Inc.'s Applications
Page 2 of 3

are just, reasonable, compensatory, and not unfairly discriminatory as required by Section 367.081, Florida Statutes. POHH is well aware of AUF's reputation for providing poor quality water and poor customer service while charging exorbitant rates for its water and wastewater services in communities throughout Florida. POHH is extremely concerned that AUF will provide the same deficient services and engage in the same deficient conduct with respect to POHH's members if the Commission approves the requested water utility transfer and initial certificate for the wastewater utility.

Among our specific concerns are the following:

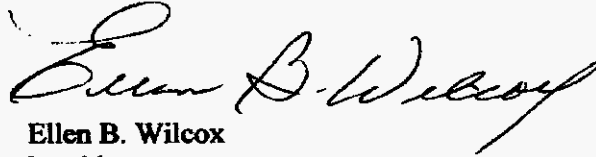
(1) The transfer of the water system to AUF is not in the public interest. The Application for transfer of the Harbor Hills water system to AUF states that the transfer is in the public interest because AUF's parent company, Aqua America, Ltd., is large publicly-traded water and wastewater utility company with extensive experience in providing high quality water and wastewater services at reasonable prices. POHH submits that AUF's track record in Florida shows that regardless of its parent company's size or experience, AUF does not have the capability to provide high quality water at reasonable prices. In support of this position, please find attached Composite Exhibit "A", which consists of news coverage of AUF's service in other communities and comments submitted by the Office of Public Counsel in another docket involving AUF (Docket No. 080121-WS) regarding AUF's and other Aqua America subsidiaries' substantial deficiencies in providing adequate water and wastewater utility services in Florida and in other states. In meeting its burden to demonstrate the transfer is in the public interest, AUF should not be allowed to rely on an unsubstantiated statement that is patently contradicted by AUF's service record in the state. The Commission should give due consideration to AUF's history of providing inadequate service at excessive rates in determining whether it is in the public interest to transfer the Harbor Hills water system to AUF, and to authorize AUF to assume ownership of, and operate, the Harbor Hills water system.

(2) The proposed wastewater service rate depicted in Exhibit J of the application for initial rate for wastewater service is inaccurate. Exhibit J of the wastewater transfer and initial rate establishment Application projects an inaccurately low proposed residential monthly bill at 5,000 gallons in the year 2014 based on the unsubstantiated assumption that there will be an increase in equivalent residential units ("ERCs") over the years 2011 through 2015. In fact, the more reasonable assumption, given current and projected economic conditions in Florida over the next four years, is that there will be no increase in ERCs between 2011 and 2015. AUF's overestimation of ERCs in the future results in a substantial underestimation of the wastewater service rate and charges imposed on AUF's wastewater service customers. In support, please find attached as Exhibit "B" the written objections submitted by Ellen B. Wilcox, dated February 7, 2011, discussing this issue in greater detail. POHH requests that the Commission require AUF to adequately substantiate every assumption on which its requested rate is based in order to meet its statutory burden to demonstrate that the proposed rate is just, reasonable, compensatory, and not unfairly discriminatory.

Ms. Ann Cole,
Commission Clerk
Written Comments on Docket No. 110091
Aqua Utilities Florida, Inc.'s Applications
Page 3 of 3

We appreciate the opportunity to submit these comments. We also respectfully request that the Commission considering holding a customer meeting on the Applications within the service area, so that our members will be afforded an opportunity to voice their concerns directly to the Commissioners.

Sincerely,



Ellen B. Wilcox
President,
Property Owners of Harbor Hills, Inc.

Attachments: Composite Exhibit "A"
 Exhibit "B"

cc: D. Bruce May, Esq.
 Holland & Knight

To: Office of Commissions Clerk, Florida Public Service Commission

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

RECEIVED - FPSC

11 FEB -7 AM 8:32

COMMISSION
CLERK

February 3, 2011

11 FEB -7 AM 7:54

OFFICE OF THE COMMISSION CLERK

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

Re: Notice of Application for Approval of Transfer and Application for Original Certificate for an Existing Wastewater System Requesting Initial Rates and Charges Harbor Hills Utility, LP in Lake County Florida to Aqua Utilities Florida, Inc. (Copy attached, Notice dated January 7, 2010, envelope postmarked January 10, 2011)

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer

DOCUMENT NO. 00829-11

DISTRIBUTION: _____

Gentlemen:

Please attach the following addendum to our February 2, 2011 letter of objection.

The undersigned hereby object to the afore cited application, (copy enclosed) and respectfully request, suggest and demand that said application be denied, not approved, without prejudice with the provision that the application may be resubmitted at a later date, not sooner than February 6, 2012, (one year from February 6, 2011).

Examination of the Application within the limited time available exposes a gross and significant error in calculations. This error results in a gross distortion of the "Proposed Residential Bill at 5,000 gallons \$40.99" as set forth in the attached exhibit which I have identified as page 40 of the application.

The error occurs in the attached exhibit which I have identified as page 42 of the Application. The subject exhibit projects an annual increase in ERCs for each year, 2011 - 2015. There is no evidence to support these projections. To the contrary, economic forecasts indicate no increase in ERC's for this time frame.

The forecast of 131 ERC's for 2014, and 148 ERC's for 2015 is an overstatement of 68% for 2014, and an overstatement of 90% for 2015. The more economically sound and evidentiary logical projection is that there will be no increase in ERCs during the subject period.

To: Office of Commissions Clerk, Florida Public Service Commission

The above cited un-defendable errors in projections, result in an erroneous presentation of a Proposed Residential Bill for 2014 as set forth in the attached exhibit. The overstatement of ERCs results in an understatement of the "Gallonge Charge" as stated in this exhibit.

The correction of these errors translates into the following corrected restatement and demonstrated understatement of the "Proposed Residential Bill at 5,000 gallons \$40.99"

Aqua Utilities Florida, Inc. Docket # Harbor Hills Wastewater	As stated in Application
BFC allocation of 50% per AUF Final Order	\$32,581.59
ERCS IN 2014	1,776
Base Facility Charge	\$18.35
Gallonge allocation at 50%	\$32,581.59
Gallons in 2014	7,195.49
Gallonge Charge	\$ 4.53
Proposed Residential Bill at 5,000 gallons	\$ 40.99

MONTHLY BILL:		Indicated corrections	Indicated as Corrected
Proposed Residential Bill at 5,000 gallons	\$ 40.99		
Less Base Facility Charge	\$ 18.35		\$ 18.35
Gallonge Charge	\$ 22.64	\$22.64 x 168% =	\$ 38.04
Corrected Residential Bill at 5,000 gallons			\$ 56.39

Denial of the application will give the consumers, parties served by this utility, the opportunity to become informed regarding the subject transfer. This additional time is appropriate, in that the consumers, rate-payers have not been properly informed in a timely manner regarding an event that will dramatically impact on their environmental and economic well-being. This additional time will allow alternatives to the proposed takeover to be considered by all the parties, and in particular the consumers, rate-payers, and provide the opportunity for expert independent review thereof.

To: Office of Commissions Clerk, Florida Public Service Commission

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


Ellen B Wilcox

Enc: Notice of Application

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


Ms. Ellen B. Wilcox
5500 Citation Ct.
Lady Lake, FL 32159-6023

JACKSONVILLE FL 320

05 FEB 2011 PM 4 T



*Office of Commissions Clerk
2540 Sherman Oak Blvd
Tallahassee, FL 32399-0850*

323990850



These search terms are highlighted: **opc docket 080121**

[Text-only version](#)

The information in this and related pages was automatically generated from the Case Management System (CMS) of the FPSC and may be incomplete. For COMPLETE and OFFICIAL information from CMS, you MUST contact the Office of Commission Clerk at (850) 413-6770.

Docket 080121

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

- [Document Filings Index](#)
- [Events List](#)
- [Filing](#)
- [Parties of Record and Interested Parties](#)
- [Staff Assigned](#)

WARNING: THIS TIME SCHEDULE IS TENTATIVE AND SUBJECT TO REVISION
Time Schedule (CASR) for Docket 080121

Description	Previous Due Date	Due Date	Completed Date
Test Year Letter to Chairman	none	02/29/2008	02/29/2008
Deficiency Notification to Applicant	none	03/11/2008	03/12/2008
Company Response	none	03/31/2008	03/28/2008
Audit Service Request	none	04/03/2008	04/03/2008
Informal Meeting	none	04/09/2008	04/09/2008
Testimony & Exhibits - Company	none	05/22/2008	05/22/2008
Company Pays Filing Fee	none	05/29/2008	05/29/2008
MFRs Due	none	06/02/2008	05/22/2008
FAW Notice Filed - Service Hrg - Gainesville	none	06/03/2008	06/04/2008
FAW Notice Filed - Service Hrg - Palatka	none	06/03/2008	06/04/2008
FAW Notice Filed - Service Hrg - Sebring	none	06/03/2008	06/04/2008
FAW Notice Filed - Service Hrg - Lakeland	none	06/03/2008	06/04/2008
FAW Notice Filed - Service Hrg - Mt. Dora	none	06/10/2008	06/11/2008
FAW Notice Filed - Service Hrg - Oviedo	none	06/10/2008	06/11/2008
Order Establishing Procedure	none	06/13/2008	06/27/2008
Notice of Service Hearings	none	06/17/2008	06/17/2008
Deficiency Notification to Applicant	none	06/23/2008	06/23/2008
FAW Notice Filed - Service Hrg - Chipley	none	06/24/2008	06/25/2008
Service Hearings - Gainesville (10 a.m.)	none	07/02/2008	07/02/2008
Service Hearing - Palatka (6 p.m.)	none	07/02/2008	07/02/2008
Service Hearing - Sebring	none	07/07/2008	07/07/2008
Service Hearing - Lakeland	none	07/08/2008	07/08/2008
FAW Notice Filed - Service Hrg - Greenacres	none	07/08/2008	06/30/2008
Notice of Service Hearings/Chipley/Greenacres	none	07/09/2008	07/09/2008

FAW Notice Filed - Service Hrg-New Port Richey	none	07/15/2008	07/15/2008
Service Hearing - Mt. Dora	none	07/16/2008	07/16/2008
Service Hearing - Oviedo (10 a.m. & 6 p.m.)	none	07/17/2008	07/17/2008
Staff Recommendation - Interim	none	07/17/2008	07/18/2008
Response to 6-20-08 Deficiency Letter	none	07/21/2008	07/21/2008
Transcript of Service Hearing Due - Palatka	none	07/23/2008	07/23/2008
Transcript of Service Hrg Due-Gainesville	none	07/23/2008	07/22/2008
Notice of Service Hearing - New Port Richey	none	07/24/2008	07/24/2008
Transcript of Service Hearing Due - :Lakeland	none	07/29/2008	07/28/2008
Agenda - Interim	none	07/29/2008	07/29/2008
Transcript of Service Hrg Due - Sebring	none	07/29/2008	07/24/2008
Service Hearing - Chipley	none	07/30/2008	07/30/2008
Service Hearing - Greenacres	none	08/07/2008	08/07/2008
Transcript of Service Hrsgs Due-Mt.Dora/Oviedo	none	08/07/2008	08/07/2008
Deficiency Notification to Applicant	none	08/08/2008	08/08/2008
1st Order Revising Order Establishing Procedure	none	08/18/2008	08/18/2008
Standard Order - Interim	none	08/18/2008	08/18/2008
Transcript of Service Hrg Due - Chipley	none	08/20/2008	08/19/2008
Cancellation of Service Hrg.New Port Richey	none	08/21/2008	08/21/2008
FAW Notice Filed-Service Hrg.-New Port Richey	none	08/26/2008	08/27/2008
Notice of Service Hearing-New Port Richey	none	08/27/2008	08/27/2008
Transcript of Service Hrg Due - Greenacres	none	08/28/2008	08/28/2008
Service Hearing - New Port Richey	08/22/2008	09/26/2008	09/26/2008
Testimony & Exhibits - Intervenor	none	10/13/2008	10/13/2008
Transcript of Service Hrg Due-New Port Richey	09/12/2008	10/17/2008	10/17/2008
Issue Identification Meeting (10 a.m.)	none	10/24/2008	10/24/2008
Testimony & Exhibits - Staff	none	10/27/2008	10/27/2008
FAW Notice Filed - Prehearing	none	10/28/2008	10/28/2008
FAW Notice Filed - Technical Hearing	none	11/04/2008	11/05/2008
Notice of Technical Hearing	none	11/10/2008	11/10/2008
Notice of Prehearing	none	11/10/2008	11/05/2008
Testimony & Exhibits - Rebuttal	none	11/19/2008	11/19/2008
Prehearing Statements	none	11/20/2008	11/20/2008
Prehearing	none	12/01/2008	12/01/2008
Prehearing Order	none	12/05/2008	12/04/2008
Transcript of Prehearing Due	none	12/05/2008	12/02/2008
Hearing - Technical (12/8, 9, 10, 11/08)	none	12/08/2008	12/08/2008
Transcript of Technical Hearing Due - Daily	none	12/09/2008	12/09/2008
Briefs Due	none	12/30/2008	12/30/2008
FAW Notice Filed for Special Agenda	none	01/14/2009	01/14/2009
FAW Notice Filed -Rescheduling Workshop	none	02/04/2009	02/04/2009
Staff Recommendation - Revenue Requirements	01/30/2009	02/12/2009	02/11/2009
Special Agenda - Revenue Requirements	02/11/2009	02/24/2009	02/24/2009
Transcript of 2/24/09 Special Agenda Due	none	03/03/2009	02/25/2009
FAW Notice Filed - Special Agenda	none	03/05/2009	03/05/2009
Staff Recommendation - Special Rates Agenda	03/05/2009	03/13/2009	03/12/2009
Special Agenda - Rates	03/17/2009	03/25/2009	03/25/2009

	none	04/01/2009	04/01/2009
Standard Order - Final	04/06/2009	04/14/2009	05/29/2009
Informal Meeting (Staff) - Leesburg	none	10/28/2009	10/28/2009
Staff Recommendation	04/23/2010	03/04/2010	03/04/2010
Agenda	none	03/16/2010	03/16/2010
Informal Meeting	none	03/25/2010	03/25/2010
Informal Meeting	none	04/05/2010	04/05/2010
PAA Order	none	04/05/2010	04/06/2010
Staff Recommendation	none	04/08/2010	04/09/2010
Agenda	none	04/20/2010	04/20/2010
Consummating Order if No Protest	none	05/01/2010	04/30/2010
PAA Order	none	05/10/2010	05/10/2010
Consummating Order if No Protest	none	06/04/2010	06/04/2010
Company Monthly Report for May	none	07/12/2010	07/12/2010
Company Monthly Report for June	none	08/10/2010	08/10/2010
Company Monthly Report for July	none	09/10/2010	09/10/2010
Company Monthly Report for August	none	10/11/2010	10/11/2010
Company Monthly Report for September	none	11/10/2010	11/09/2010
Company Monthly Report for October	none	12/10/2010	12/10/2010
Company Monthly Report for November	none	01/10/2011	01/03/2011
Informal Meeting	none	01/20/2011	01/20/2011
Company Monthly Report for December	none	02/10/2011	02/09/2011
Company Summary Report	none	02/28/2011	02/28/2011
OPC Response to Company's Summary Report	none	03/31/2011	none
Staff Recommendation	03/24/2011	05/12/2011	none
Agenda	04/05/2011	05/24/2011	none
PAA Order	04/25/2011	06/13/2011	none
Consummating Order if No Protest	05/19/2011	07/07/2011	none
Close Docket or Revise CASR	06/24/2011	08/12/2011	none

Utilities Involved in Docket 080121

Utility Companies (10)	Select Company
Aqua Utilities Florida, Inc. (WU174)	<input type="button" value="Select"/>
Aqua Utilities Florida, Inc. (WS688)	<input type="button" value="Select"/>
Aqua Utilities Florida, Inc. (WS768)	<input type="button" value="Select"/>
Aqua Utilities Florida, Inc. (WU787)	<input type="button" value="Select"/>
Aqua Utilities Florida, Inc. (SU821)	<input type="button" value="Select"/>
Aqua Utilities Florida, Inc. (WU879)	<input type="button" value="Select"/>
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Aqua Utilities Florida, Inc. (WS886)	<input type="button" value="Select"/>

Aqua Utilities Florida, Inc. (WS887)	Select
Aqua Utilities Florida, Inc. (WS888)	Select
Lake Suzy Utilities, Inc. d/b/a Aqua Utilities Florida, Inc. (WS798)	Select

Parties of Record and Interested Parties in Docket 080121

Parties of Record (8)	Interested Parties (2)
<p>Aqua Utilities Florida, Inc. Ms. Kimberly A. Joyce 762 West Lancaster Avenue Bryn Mawr, PA 19010-3402 Phone: (610) 645-1077 FAX: (610) 519-0989 Email: kajoyce@aquaamerica.com</p>	<p>Kelly Sullivan 570 Osprey Lakes Circle Chuluota, FL 32667-6658 Phone: 321-287-5062 Email: kellyrsullivan@gmail.com</p>
<p>Holland & Knight Law Firm (08) Bruce May 315 South Calhoun Street, Suite 600 Tallahassee, FL 32301 Phone: 850-425-5607 FAX: 224-8832 Email: bruce.may@hkclaw.com</p>	<p>Robert E. Lloyd P.O. Box 63 Captiva, FL 33924 Email: rlloyd1@aol.com</p>
<p>Lake Suzy Utility, Inc. (Holland) Bruce May/Gigi Rollini c/o Holland & Knight Law Firm P.O. Drawer 810 Tallahassee, FL 32302-0810 Phone: 850-224-7000 FAX: 224-8832 Email: Bruce.may@hkclaw.com</p>	
<p>Office of Attorney General (08) Bill McCollum/Cecilia Bradley The Capitol - PL01 Tallahassee, FL 32399-1050 Phone: 850-414-3300 FAX: 488-4872 Email: cecilia.bradley@myfloridalegal.com</p>	
<p>Office of Public Counsel (08) J.R. Kelly c/o The Florida Legislature 111 W. Madison Street, Room 812 Tallahassee, FL 32399-1400 Phone: 850-488-9330</p>	

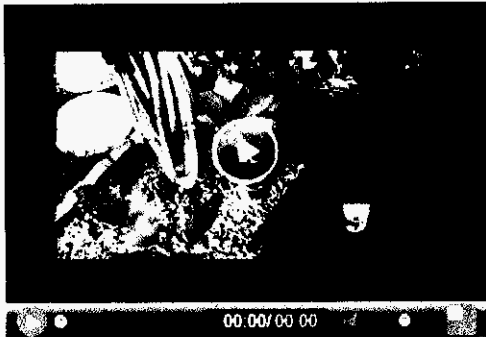
Staff Assigned to Docket 080121

PSC Staff
Commission Suite
Lisa Edgar -- Pre-Hearing Officer
Division of Economic Regulation
Andrew Maurey
Avy Crawford
Curtis Mouring
Dale Buys
Frances Lingo
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Thomas Walden
Office of the General Counsel
Caroline Klancke
Ralph Jaeger

WFTV.com

Unhappy Aqua Utilities Customers Dig Own Wells



Residents Dig Wells To Bypass Water Company

Posted: 4:09 pm EST January 28, 2011 Updated: 6:23 pm EST January 28, 2011

LAKE COUNTY, Fla. -- A troubled water company is causing more problems Friday. Some homeowners in Lake County told WFTV that their bills are so high, and their water is so dirty, that they're digging their own wells.

Barbara Stemm moved into the Scottish Highlands subdivision, which is serviced by Aqua Utilities, just over two years ago. But in period of a year, she said her monthly water bill rose from \$60 to more than \$190.

"I had gone through a divorce and with my income drastically dropping. I had to cut corners," Stemm said.

So she spent more than \$3,000 on a deep well. Stemm also installed a \$30 filtration system so it can be the main source of her drinking water.

It's a trend that is growing among customers of Aqua Utilities, which WFTV has reported on numerous occasions for steep rate hikes and questionable water quality.

According to Florida statute, any homeowner can switch from a utility company, even if it's a government municipality, to a water well. However, they have to get a permit.

The Lake County Environmental Health Department issues permits to its residents, and WFTV was told that permits are rarely denied.

Water well contractors said they've installed wells for dozens of Aqua Utilities customers.

However, Stemm isn't free of Aqua Utilities. She still has to pay them a \$15 monthly charge for the water meter on her property.

She's fighting to get the meter removed, but in meantime, is telling other unhappy customers that there are other options.

"Trust me, it's gonna pay for itself in a couple years time," she said.

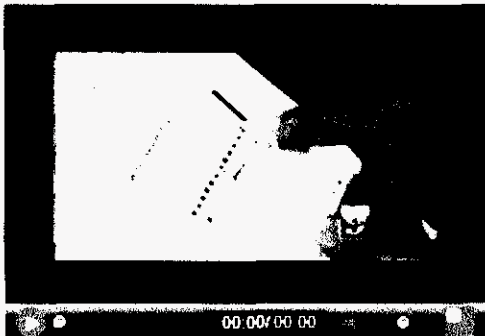
Customers who still have Aqua Utilities could soon have to pay even more for their water bills.

Aqua Utilities wants to raise its rates again by more than 25 percent. The Public Service Commission will vote on the hike request next month.

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WFTV.com

Woman: Aqua Utilities Overcharged Bill



Another Customer Accused Aqua Utilities Of Overcharging

Posted: 6:07 pm EDT August 2, 2010 Updated: 6:38 pm EDT August 2, 2010

CENTRAL FLORIDA -- Another customer told WFTV Monday that Aqua Utilities overcharged her hundreds of dollars. It's one of several complaints that have come in to WFTV.

Except this time, her son-in-law installed a second water meter and now the two don't match up.

WFTV confronted state regulators who are supposed to be tracking the accuracy of Aqua's meters.

At 94 years old, Genevieve Vogelpohl doesn't see too well, but the charges on her latest water bill from Aqua Utilities were hard to miss.

"I thought it was a joke," Vogelpohl said.

She was charged \$560 for more than 30,000 gallons of water at her small duplex near Lake Placid.

"Is there any way you used 30,000 gallons of water last month?" WFTV reporter Eric Rasmussen asked.

"That would be impossible. I used the same amount as every month," she said.

The bill was so outrageous, Vogelpohl's son-in-law, Richard Folsom, decided to install a second water meter, and in just a matter of days, he discovered the Aqua Utilities' meter didn't match up.

"This meter registered 50 gallons. The one in the yard that belongs to aqua registered 70 gallons. That's quite a difference. That's 40 percent," Folsom said.

He also paid a plumber to check for leaks, but he didn't find any. Yet, they say Aqua Utilities' only response has been to offer Vogelpohl a payment plan.

"We're not going to pay this. We're just not. I don't care what they do we're not going to pay it," he said.

The family contacted the Florida Public Service Commission (PSC), which has already received 85 complaints about Aqua Utilities since the start of the year.

The PSC says it responds to all complaints within three weeks, but now this family is considering taking their case to court.

"I mean, you get a judge, you get a reasonable judge, he's going to look at this and he's going to look at my mother-in-law and he's going to say, 'Uh, no,'" he said.

Aqua Utilities sent WFTV a statement, saying it is following up directly with customers about their billing concerns.

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