

BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 060368-WS

In the Matter of:

APPLICATION FOR INCREASE IN WATER AND  
WASTEWATER RATES IN ALACHUA, BREVARD,  
HIGHLANDS, LAKE, LEE, MARION, ORANGE,  
PALM BEACH, PASCO, POLK, PUTNAM,  
SEMINOLE, SUMTER, VOLUSIA, AND WASHINGTON  
COUNTIES BY AQUA UTILITIES FLORIDA, INC.



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PROCEEDINGS: NEW PORT RICHEY SERVICE HEARING

BEFORE: CHAIRMAN LISA POLAK EDGAR  
COMMISSIONER KATRINA J. McMURRIAN  
COMMISSIONER NATHAN A. SKOP

DATE: Wednesday, June 20, 2007

TIME: Commenced at 6:08 p.m.  
Concluded at 6:45 p.m.

PLACE: West Pasco Government Center  
County Commission Board Room, Suite 160  
7530 Little Road  
New Port Richey, Florida

REPORTED BY: LINDA BOLES, RPR, CRR  
Official FPSC Reporter  
(850) 413-6734

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FPSC-COMMISSION CLERK

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5 Citizens of the State of Florida.

6           MARTIN P. McDONNELL, ESQUIRE, Rutledge Law Firm, Post  
7 Office Box 551, Tallahassee, Florida 32302-0551, appearing on  
8 behalf of Aqua Utilities Florida, Inc.

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11 appearing on behalf of the Florida Public Service Commission  
12 Staff.

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## P R O C E E D I N G S

1  
2 CHAIRMAN EDGAR: Good evening. I call this hearing  
3 to order. My name is Lisa Edgar, and I serve as Chairman of  
4 the Florida Public Service Commission. With me to my right is  
5 my colleague Commissioner Katrina McMurrian, and to my left, my  
6 colleague Commissioner Nathan Skop. We are glad that you are  
7 here. We do wish that you had brought some friends and  
8 neighbors with you.

9 But let me make a few opening comments and describe a  
10 little bit about what we will do this evening, and then we will  
11 have some brief presentations that I hope you will find  
12 informative. And if there are others who come in and who would  
13 like to speak, we will certainly welcome them and ask that they  
14 sign up on the signup sheet as well. And after some opening  
15 comments, some presentations, we will swear in those of you  
16 that we have with us tonight to give us testimony on the matter  
17 that is before us and then we will move through the list. And  
18 so before we go any further, I would like to ask our staff  
19 counsel to read the notice, pleas.

20 MR. JAEGER: Yes, Chairman Edgar.

21 By notice issued May 30th, 2007, this time and place  
22 has been set for a customer service hearing in Docket Number  
23 060368-WS, application for increase in water and wastewater  
24 rates in Alachua, Brevard, Highlands, Lake, Lee, Marion,  
25 Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter,

1 Volusia and Washington Counties by Aqua Utilities,  
2 Incorporated.

3 CHAIRMAN EDGAR: Thank you. And let's go ahead and  
4 take appearances from the counsel that are representing  
5 interests in this matter.

6 MR. McDONNELL: Marty McDonnell. I'm here on behalf  
7 of Aqua Utilities Florida, Inc. And seated to my left is  
8 Mr. Carl Smith, Director of Corporate Development for Aqua  
9 Utilities.

10 CHAIRMAN EDGAR: Thank you.

11 Mr. Reilly.

12 MR. REILLY: Steve Reilly with the Office of Public  
13 Counsel on behalf of the ratepayers.

14 CHAIRMAN EDGAR: Thank you.

15 And our staff.

16 MR. JAEGER: Ralph Jaeger on behalf of the Public  
17 Service Commission.

18 CHAIRMAN EDGAR: Thank you, Mr. Jaeger.

19 And in addition, to those of us that have introduced  
20 ourselves to you, also with us to my right down here is our  
21 court reporter who will be transcribing the proceedings that we  
22 have this evening, and also staff here to my left, Mr. Willis  
23 and Ms. Banks. And we also have other PSC staff who are here  
24 in the back and to the left down here who are available --  
25 would you wave for me, please -- who are available to help with

1 any questions that may come up or other questions that you have  
2 as we work through the proceedings this evening.

3 We are here because we do want to hear from  
4 customers. We would like to hear any comments that you have  
5 about the petition that Aqua has filed that is before this  
6 Commission and also any comments or concerns that you have  
7 about the service quality that you have been receiving as a  
8 customer.

9 I mentioned before that there is a signup sheet. I'd  
10 also like to draw your attention to these green sheets that are  
11 available out by the signup sheet. It has information about  
12 the petition and some background, and also there's a sheet at  
13 the back that you could fill out and provide comments. If you  
14 do have friends or neighbors that are customers who were not  
15 able to come either this morning or this evening, please make  
16 them aware of this additional opportunity. It is also, I  
17 believe, available on our website as well. And you -- it is  
18 preaddressed. You can fill out your comments, put your name,  
19 and mail it in to us. And if you have neighbors, again, or  
20 friends or relatives or anybody who could not come to be here  
21 with us but would like to provide comments, please ask them to  
22 take advantage of that opportunity as well.

23 We are going to have some brief presentations and  
24 then we'll move up, move into, excuse me, the public testimony  
25 portion. And so I'd like to go ahead right now -- actually

1 before I do that, let me do one more thing.

2 Mr. Jaeger, you had mentioned to me that we needed to  
3 go ahead and enter an exhibit.

4 MR. JAEGER: Yes.

5 CHAIRMAN EDGAR: Let's go ahead and do that, please.

6 MR. JAEGER: Yes. This morning after the hearing  
7 concluded, Pasquale Colasurdo, who testified last, his last  
8 name is C-O-L-A-S-U-R-D-O, requested that some billing records  
9 of his be admitted as an exhibit. And so I've talked to the  
10 utility, they have no problem with that, and the Office of  
11 Public Counsel also agreed.

12 CHAIRMAN EDGAR: Okay. And I'm seeing nods from  
13 both.

14 MR. McDONNELL: No objection for the record.

15 CHAIRMAN EDGAR: No objection. Thank you very much,  
16 both of you. So that will be Exhibit 57.

17 MR. JAEGER: And that's billing records of Pasquale  
18 Colasurdo.

19 (Exhibit 57 marked for identification and admitted  
20 into the record.)

21 CHAIRMAN EDGAR: Okay. And so we will go ahead and  
22 move Exhibit 57 into the record, and that is a procedural  
23 holdover from our proceeding this morning. And with that then,  
24 I think we can move in -- Mr. Willis, I would like you to  
25 please give us a presentation regarding the petition.

1 MR. WILLIS: Thank you, Commissioner Edgar.

2 I'm going to give a short presentation about the  
3 process itself starting out a little bit with the company's  
4 background. Aqua Utilities is the service company that serves  
5 the areas that we're here talking about today. They serve  
6 approximately 80 service areas throughout the State of Florida  
7 in 15 counties. They filed this application December 1st.  
8 That started the whole process. They've met what we call the  
9 minimum filing requirements. That's the minimum amount of  
10 information that a company has to file to start our process of  
11 auditing the utility company and the discovery on March 26th of  
12 this year.

13 They in their application requested two types of  
14 increases. One is called an interim increase and the other is  
15 called a final increase. The Commission addressed the interim  
16 increase back in, I believe it was the end of March or the  
17 first of April and issued an order on April 16th granting a  
18 portion of the interim rates that the company had requested.

19 Let me just address that interim rate issue. Interim  
20 rates is a type of increase provided by the Florida Statutes  
21 that basically is a, it's interim in nature, it's temporary.  
22 It's only there until the Commission can act upon a final rate  
23 increase for a company. Interim rates by law are calculated  
24 based on a basic formula. It's based on a prima facie case  
25 that the company puts on and there's minimum filing

1 requirements that they file with their application. Because  
2 they're interim, they're collected subject to refund by  
3 statute. And the statute says that if the Commission finds  
4 that they collected too much, then they'll have to give back  
5 all or a portion of that and they have to give it back with  
6 interest, which usually is at the commercial paper rate.

7 Now for the final increase the company has requested  
8 for its total company, for all of the 80 systems, they  
9 requested approximately an 80 percent increase in their water  
10 system, a 106 percent increase for the wastewater systems. Now  
11 this is going to vary between systems; some are less, some are  
12 more. But in total that's what the company has requested  
13 revenue-wise.

14 Now another thing the company has requested as far as  
15 this rate structure is they've asked the Commission to consider  
16 setting a uniform countywide rate. Now for Pasco County, there  
17 are three systems in Pasco County, and that would mean blending  
18 those three systems into one uniform rate. If you have a  
19 system that's in, one like in Sumter County, that really  
20 wouldn't affect that company.

21 If you look in the green sheet the Chairman referred  
22 to earlier of the Special Report, there's a section in there  
23 that's going to actually list the rates. It's going to list  
24 the rates for Pasco County and for Sumter, if anybody is here  
25 from Sumter. It's going to list those by what the utility was

1 actually charging prior to the interim rates, what the interim  
2 rates are that are now approved, and what the company has  
3 requested as a final rate. It'll also go through and give you  
4 an example of what those rates would produce at different  
5 consumption levels.

6           Now a lot of people wonder many times and ask me what  
7 happens during the hearing process, what happens once the  
8 company files a case. When that petition comes in the door of  
9 the Commission there's several things that get started. One,  
10 my staff, part of the other Commission staff -- my staff is  
11 part of the engineers. The engineers will actually go out, a  
12 team of engineers will go out and they will visit every site.  
13 They'll do a site inspection. They look at the plant, they  
14 look at the quality of service rendered by the company, they  
15 talk to other agencies within the state, and they also look at  
16 what we call a used and useful, how much of that plant is  
17 actually useful to current customers and should be part of the  
18 actual rate that's charged to current customers.

19           We also have a team of auditors that go out to the  
20 company. They audit the entire books and records of the  
21 company. They audit the allocations, they audit the entire  
22 books of the company. And they will be issuing a final audit  
23 report which should be coming to us rather quickly and may have  
24 actually got to us last week. But that's just part of the  
25 discovery.

1 I have staff that actually will start doing and has  
2 already started producing what we call interrogatories, a  
3 request for information, production of documents from the  
4 company to help us look at issues that we're looking at other  
5 than what the auditors might be looking at. Intervenors also  
6 will be doing that. The Office of Public Counsel is an  
7 intervenor in the case. They'll be doing the same thing. They  
8 have people they've hired. They're going to be doing the same  
9 thing. It's all part of the discovery and trying to flesh out  
10 the issues that everybody wishes to produce at that hearing,  
11 the technical hearing we're going to have that I'm going to  
12 talk about in a minute.

13 Part of the discovery process is holding service  
14 hearings. That's what we're doing tonight. We've done several  
15 several weeks prior to this. We're doing more rounds next  
16 week. It's all going to end up in a technical hearing in  
17 October. That's where there will be actual sworn witnesses,  
18 it's going to be much like a court trial, and that will be in  
19 Tallahassee. I think I have the dates. October 22nd through  
20 30th -- 24th through the 30th will be the actual technical  
21 hearings.

22 At the service hearing the Commission is interested  
23 in finding out a lot of information from you. They're  
24 asking -- we'd like to know what the quality of service is that  
25 the company has provided to you, we'd like to know about the

1 interaction between you and the company, if you've had problems  
2 with the company, we'd like to know what you think about the  
3 proposed rate increase or anything else you want to talk to us  
4 about as far as this company.

5           The Chairman has already talked to you about the  
6 green report. This is the actual page on the last -- except my  
7 copy is not green, it's white. This is the very last page  
8 which you could fill out if you don't desire to actually speak  
9 here tonight.

10           I talked to you about the technical hearing. That's  
11 the part that's much like a court trial. That's where the  
12 parties who come to it and also staff are required to file  
13 prefiled testimony. We have to do the discovery I talked about  
14 to support that prefiled testimony. There will be a prehearing  
15 that all of the parties who have intervened have to attend, and  
16 that's where we actually set out the issues that are going to  
17 be addressed at the technical hearing and actually set out the  
18 witnesses that will be testifying regarding those issues. At  
19 the hearing those witnesses will be presented, they'll be  
20 subject to cross-examination. After the hearing is concluded,  
21 there will be a time period in which briefs will be written and  
22 filed with the Commission by the parties, the utility and  
23 Public Counsel. They'll actually file a brief with the  
24 Commission outlining how they believe the case should be  
25 finalized.

1           After the hearing, staff is going to prepare a  
2 recommendation and that recommendation basically has to come  
3 from the record in the case. That record comes from the  
4 service hearings and the technical hearing. That can be the  
5 only information. That staff recommendation is filed with the  
6 Commission, it's filed with the Commission Clerk. It will be  
7 presented to the Commissioners at a public meeting called an  
8 agenda conference in Tallahassee. At that conference the  
9 Commission will take a final vote. There will be a written  
10 order issued codifying what that vote was. And after that  
11 vote -- after all reconsideration time has expired, the only  
12 recourse for anybody after that point will be with the  
13 1st District Court of Appeals and any upper courts.

14           Commissioner, that concludes the staff presentation.

15           CHAIRMAN EDGAR: Thank you, Mr. Willis. I'd next  
16 like to ask the representative from Aqua Utilities to please  
17 make a presentation to us.

18           MR. McDONNELL: Thank you, Madam Chair. Pardon my  
19 back, please.

20           Good evening. As I stated, my name is Marty  
21 McDonnell, and I'm here on behalf of Aqua Utilities Florida.  
22 By way of background, on December 1st, 2006, Aqua Utilities  
23 filed an application with the PSC to increase its monthly rates  
24 and to increase its service availability charges. The entire  
25 application addresses 56 water systems and 24 wastewater

1 systems located in 15 counties throughout Florida. The  
2 80 systems included in this case have not sought rate relief  
3 through a formal rate case for over a decade. Since the date  
4 rate relief was last provided by the Commission or a county  
5 regulator for the various systems included in this case, the  
6 company has made significant capital investments and its  
7 operating and maintenance expenses have increased as a result  
8 of new rules, standards, ordinances or other requirements of  
9 federal, state and local regulators.

10 The company is seeking a rate increase to recover the  
11 costs of these investments and the increased operating and  
12 maintenance expenses required to maintain and enhance our  
13 service to our customers. We are asking the Commission to  
14 establish a countywide rate structure where the rates would be  
15 the same for the water or wastewater systems in each county.  
16 Since the parent company Aqua America's acquisition of the  
17 AquaSource properties in 2003 and the former Florida Water  
18 properties in 2004, Aqua Utilities will have invested almost  
19 \$22 million in capital investments for the systems included in  
20 this rate case through December 2007.

21 Focusing on the 2005 through 2007 time frame, Aqua  
22 Utilities will have invested approximately \$6.5 million in our  
23 water facilities, \$10.7 million in our wastewater facilities  
24 and \$1.4 million in our general plant facilities.

25 Here in Pasco County, Aqua will have invested over

1 \$4 million in this county's infrastructure through 2007 to  
2 improve the quality and reliability of water and wastewater  
3 service in its three water and wastewater systems in this  
4 county.

5           For the Zephyr Shores system the last water and  
6 wastewater base rate increase occurred in October 1996, and  
7 this is the utility's first rate request since acquiring the  
8 system in July 2004. Since then the utility will have made  
9 infrastructure investments of more than \$240,000 through the  
10 end of 2007 to improve the quality and reliability of water and  
11 wastewater services. Upgrades include installation of a new  
12 water supply well, which will eliminate the need to purchase  
13 water from Pasco County and reduce the water system's costs.

14           For the Jasmine Lakes system, the last water and  
15 wastewater base rate increase occurred in December 1991, and  
16 this is the utility's first rate request since acquiring the  
17 system in August 2003. Since then the utility will have  
18 invested more that \$2.7 million in this community's  
19 infrastructure through 2007 to improve the quality and  
20 reliability of water and wastewater services. This translates  
21 to a capital investment of more than \$850 per customer.  
22 Upgrades include new pumping and electrical systems at the  
23 water treatment facility and a new emergency generator to run  
24 the water system in the event of a power failure. The utility  
25 has also installed automated flushing valves to enhance water

1 quality. The improvement was required in a consent order with  
2 the Florida DEP which was later lifted in 2006. For your  
3 wastewater system the utility is upgrading lift stations that  
4 pump waste from collection points in the system to the sewage  
5 treatment facility, as well as replacing deteriorating pipe  
6 that carries the waste to the plant.

7           The utility is also making a wastewater plant  
8 improvement and rehabilitating percolation ponds to increase  
9 efficiency and performance of sewage treatment. In addition,  
10 DEP requirements mandate that the utility analyze and develop  
11 plans to improve the wastewater system's capacity to handle  
12 increased flows during heavy rainstorms.

13           For the Palm Terrace service area the last water and  
14 wastewater base rate increase occurred in October 1996, and  
15 this is the utility's first rate request since acquiring the  
16 system in July 2004. Since then the utility will have invested  
17 more than \$1.1 million in your community's infrastructure  
18 through 2007 to improve the quality and reliability of water  
19 and wastewater services. Specifically the utility is replacing  
20 deteriorating pipe that carries the waste from collection  
21 points in the system to the wastewater treatment plant. The  
22 utility is also making wastewater plant improvements and  
23 rehabilitating percolation ponds to increase efficiency and  
24 performance of sewage treatment.

25           In the Woods service area in Sumter County the last

1 rate case was December 1995. That utility was purchased in  
2 August 2003 by Aqua Utilities. Since August 2003 through the  
3 end of calendar year 2007 Aqua Utilities will have invested  
4 approximately \$150,000 of capital investment in the Woods  
5 service area, which breaks out to approximately \$1,000 per  
6 customer.

7 A rate increase is necessary for the utility to be  
8 given an opportunity to recover these additional investments.  
9 Without rate relief and utilizing a projected 2007 test year,  
10 which is the year that will be used to establish rates, Aqua  
11 Utilities' overall rate of return is a negative 6.74 percent  
12 for its water systems and a negative 6.26 percent for its  
13 wastewater systems. These returns will not allow Aqua  
14 Utilities to remain viable, much less continue to attract  
15 capital to finance investments and operate systems in Florida.  
16 Ultimately these deficient returns and the significant level of  
17 capital investment and increased operating expenses have caused  
18 Aqua Utilities to file this proceeding for rate relief.

19 We are here today to hear from you. Speaking on  
20 behalf of the company, we appreciate the fact that you have  
21 taken the time to come here this evening, and we will listen  
22 attentively to your comments.

23 Also there is a representative from the county with  
24 me, as I stated earlier, Carl Smith. Mr. Smith is the Director  
25 of Corporate Development for Aqua Florida. That's all I have.

1 Again, thank you for taking the time to be here this evening.

2 CHAIRMAN EDGAR: Thank you.

3 Mr. Reilly.

4 MR. REILLY: Thank you. Again, Steve Reilly with the  
5 Office of Public Counsel. Your Florida Legislature funds our  
6 office to provide -- I'm going to look over the chair here to  
7 my clients, all two of them -- and to fund our office to  
8 provide free legal representation for the ratepayers in, among  
9 other things, in cases like this, rate cases.

10 We've been involved in this case for several months.  
11 We've hired an accounting firm that specializes in utility  
12 regulatory accounting that has expertise to critique a case  
13 like this. That firm has been very much involved and engaged  
14 in a substantial amount of discovery already. We've also hired  
15 a very large engineering firm to look at all the engineering  
16 issues. They've in fact completed all of their inspections of  
17 all the physical plants in every single one of the systems and  
18 they're soon to be getting out some discovery to follow up and  
19 develop their testimony. Both of these firms will sponsor  
20 witnesses that will be available for the formal evidentiary  
21 hearing in late October and provide arguments basically in  
22 opposition to the company's request.

23 From an accounting standpoint we are dealing with  
24 Aqua America, which is the largest publicly-traded company in  
25 America that owns and operates water and wastewater systems,

1 and their particular arrangement is to have affiliated entities  
2 provide services to all of their operating systems. And in  
3 fact it is Aqua Services, Inc., that provides much of the  
4 administrative and general expenses of the various operating  
5 subsidiaries. So our accounting witness will surely be looking  
6 at the reasonableness of those costs, the reasonableness of  
7 those allocations to see whether they really produce a  
8 reasonable end expense to each of these operating systems.

9           The company -- although it has been a number of years  
10 since many of these systems have been in for rate cases, in  
11 many, many instances the rate increase is, really from our view  
12 is excessive and unjustified and really far more than it should  
13 be. And so we'll be looking at the whole range of O&M expenses  
14 for all the increases they're proposing for salaries, benefits,  
15 insurance, management fees, transportation, across the board,  
16 everything will be looked at.

17           I reiterate what staff has said about looking at all  
18 of the plant additions. They have their engineers do it. We  
19 will also have our engineers look at all those plant additions  
20 to verify that they've, in fact, been made. Once they have  
21 been made, try to come up with a recommendation to the  
22 Commission as to what the capacities of those plants are and  
23 what demands are being placed on those plants. And it's by  
24 comparing the demand to the capacity that we've produced this  
25 used and useful percentage that he spoke of. And that tries to

1 allocate from what portion of the company's investment in  
2 utility plant must be borne by current ratepayers versus future  
3 ratepayers. And there are other mechanisms that the Commission  
4 has available to them to allow recovery for some of this plant  
5 held for growth. So our, our view has been, you know, let  
6 growth pay for growth. Don't put this all on the current  
7 ratepayers. And our statutory scheme permits a certain amount  
8 of growth. There's, in fact, a built-in five years worth of  
9 growth. And there's some other aspects to the formula which I  
10 won't go into, but that is often times an issue in these cases.

11           Now many of these little small systems that are built  
12 out and have little or no storage and maybe have a hydromatic  
13 tank and one or two wells you will not see much of an issue of  
14 used and useful, but there are some of the systems where it  
15 will be very much an issue. So -- and that's what makes this  
16 case difficult because you have 80 systems. In fact, one of  
17 those 80 systems has 11 subsystems, so they're, you know,  
18 arguably looking at like 90 different systems. And they really  
19 have to almost view it on a standalone basis when it comes to  
20 all these engineering issues and even the accounting issues.  
21 Even though after we get through all that we'll produce a  
22 revenue requirement for all these systems and then we'll look  
23 at the wisdom or lack of wisdom of possibly considering  
24 countywide rates versus statewide rates. And you can imagine  
25 in a rate design issue like this there are winners and losers,

1 but that's something the Commission will be looking at. And  
2 our office tends to not get extremely involved in that issue  
3 because it creates some, some conflicts of interest, you know,  
4 since we, of course, represent all the ratepayers.

5           But what we will be digging in very hard and fighting  
6 very hard for is just making sure that that revenue  
7 requirement, before you even get to the issue of rate design,  
8 that the revenue requirement is no more than it has to be to  
9 produce safe, reliable, reasonable service. And obviously  
10 affordability is going to be a word that's going to come up  
11 again and again in this case. And we're -- because some of  
12 the, some of the rates that we're seeing here are really  
13 pushing up against what many people around the state can even  
14 possibly afford. And so that issue of affordability is going  
15 to become a bigger and bigger issue that the Commission is  
16 going to have to grapple with as we get to the hearing.

17           But be assured that they, you have not only the  
18 staff, who is obviously with all their people looking at this,  
19 you have also the Office of Public Counsel trying to critique  
20 it as best as possible. And through this whole process  
21 hopefully we can come up with fair, just, reasonable and  
22 compensatory rates. And, again, I thank the two people who  
23 have come. You've taken your time. You have knowledge and  
24 information about your system that, you know, that no one else  
25 has and maybe even some views about the operations of the

1 utilities that we'd like to hear from you today. And thank you  
2 for coming and I look forward to working with you.

3 CHAIRMAN EDGAR: Thank you, Mr. Reilly.

4 And I'd note for the record that the comments by  
5 Mr. Willis of our staff were not to be considered record  
6 testimony in this case.

7 And we are now just about ready to hear from the  
8 customers that have joined us here this evening. As I  
9 mentioned earlier, your comments will be part of the official  
10 record of this proceeding, and as such I do need to swear you  
11 in. We will do that in a moment together to save time. When  
12 your name is called in a moment, if you would come forward, if  
13 you would tell us your name, if you would spell your name if  
14 it's an unusual spelling, that's helpful to me and to the court  
15 reporter as well, and then we would also like to hear your  
16 address and the name of the company that provides the water to  
17 your residence or your business. And with that, I think we're  
18 ready to go ahead. And if you two will please stand with me  
19 and raise your right hand.

20 CHAIRMAN EDGAR: Only one?

21 MR. JAEGER: Just one.

22 CHAIRMAN EDGAR: Just one?

23 MR. REILLY: We have two.

24 CHAIRMAN EDGAR: We have two? Thank you.

25 (Witnesses collectively sworn.)

1 Thank you very much. Have a seat. Also after you  
2 have shared your comments with us, there is the opportunity for  
3 the attorneys or for the Commissioners to ask you questions as  
4 well. And so, Mr. Reilly, if you would, please.

5 MR. REILLY: I pushed for two because I didn't want a  
6 50 percent reduction in my witnesses.

7 (Laughter.)

8 Kenneth Howe is our first witness.

9 CHAIRMAN EDGAR: Thank you.

10 Whereupon,

11 KENNETH HOWE

12 was called as a witness on behalf of the Citizens of the State  
13 of Florida and, having been duly sworn, testified as follows:

14 DIRECT STATEMENT

15 MR. HOWE: I feel sort of outnumbered here. It's  
16 sort of sad that people don't want to pay attention. My name  
17 is Ken Howe. I live in Palm Terrace, which is served by Aqua  
18 Utilities at 11220 Nome Avenue.

19 CHAIRMAN EDGAR: And if you would, spell your last  
20 name.

21 MR. HOWE: H-O-W-E.

22 CHAIRMAN EDGAR: Thank you.

23 MR. HOWE: I understand private companies need  
24 profits. That's understandable. But I'm looking at these  
25 latest rate increases, it's ridiculous. I'm just going -- I'm

1 going right now -- when I mention a water bill, I'm including  
2 water and sewer as the total bill, and I'm going by my last, my  
3 last bill of 2,000 gallons on interim rates. For 2,000 gallons  
4 the water and sewer total came to \$60.53. Now in my  
5 subdivision we're surrounded by other subdivisions that have  
6 either Pasco County Utilities or Port Richey Utilities.

7 Now my 2,000 gallons at \$60.53, Pasco County charges  
8 \$28.61. Now that's -- that means that Aqua Utilities is 111.5  
9 percent higher than Pasco County. Why? And another thing,  
10 Aqua Utilities gets their fresh water from Pasco County. They  
11 purchase water at a bulk rate of \$3.65 per 1,000 gallons, which  
12 eliminates them having to treat the water and store the water.  
13 The main water line runs on the east end of our subdivision. I  
14 personally know because I read the meter. I work for Pasco  
15 County Utilities. These rates are outrageous.

16 Another example with these interim rates, my neighbor  
17 used 7,200 gallons. Their bill, which included water and  
18 sewer, from Aqua Utilities was \$104.63. The same consumption  
19 water and sewer for Pasco County Utilities is \$55.83. I mean,  
20 it's double.

21 I can under -- as I said, I understand that a private  
22 company needs profits, but this is ridiculous. The interim  
23 rates -- my sewer rates went up 30 -- my water bill went up  
24 33 percent just on the interim rate. My March bill for 2,300  
25 gallons, this is at the older rates, was \$45.46. My April bill

1 under the interim rates was 2,000 gallons and it was \$60.53.  
2 That's a difference of \$15.07 for 300 less gallons, which is an  
3 increase of over 33 percent.

4           Something has got to be done. You've got -- I know  
5 you're not, you're not responsible for the property tax  
6 increases and the, and the house insurance increases, but it's  
7 got to stop somewhere.

8           I'd like to give this to the counselor and maybe to  
9 the council and they can use this as a record. My figures I  
10 got officially are from Pasco County water rates and I also  
11 have the Port Richey water rates. The subdivisions that are  
12 north, south and east of us are on Pasco County water systems  
13 and then the small subdivision Brown Acres on Port Richey. All  
14 are lower than Pasco County, than Aqua Utilities. Aqua  
15 Utilities is 111.5 percent higher than Pasco County Utilities.  
16 It's 41.4 percent more than Port Richey Utilities, that's their  
17 outside city limit rates. And for city limit rates for Port  
18 Richey Aqua Utilities is 67.8 percent higher.

19           CHAIRMAN EDGAR: Mr. Howe, if you're ready, could you  
20 give that to Mr. Reilly, please?

21           MR. REILLY: I'd like to offer that as an exhibit.

22           CHAIRMAN EDGAR: Go ahead and you can bring it up, if  
23 you would. Mr. Reilly, if you would take a look at it and then  
24 we'll mark it.

25           Thank you, Mr. Howe.

1 MR. HOWE: Overall, I'd say the quality of the  
2 service is fine. I haven't had any problems. The water, they  
3 gave an annual water report. It's the same as the county's  
4 because they buy their water from Pasco County. The sewer  
5 system is fine. They have a sewer treatment plant in Palm  
6 Terrace.

7 He mentioned, this gentleman here mentioned that  
8 they're spending this money to repair the sewer treatment  
9 plant. All I've seen them do is dig a hole. And, I mean, does  
10 it cost a million dollars to bring a bulldozer in and dig a  
11 hole? If so, let me have a piece of that action.

12 I want to thank you for your time, and please  
13 consider this. This is 33 percent. That's just the interim  
14 rates. And their new rates are even higher.

15 CHAIRMAN EDGAR: Thank you, Mr. Howe. Are there  
16 questions, Mr. Reilly?

17 MR. REILLY: One quick question.

18 CROSS EXAMINATION

19 BY MR. REILLY:

20 Q Your rate comparison, you were comparing your interim  
21 rate, not the final requested.

22 A Yes. Correct.

23 Q Okay.

24 A And the final rate is even higher than the interim.

25 MR. REILLY: I guess it would be our hope to identify

1 this as Exhibit Number 58.

2 CHAIRMAN EDGAR: Yes.

3 MR. REILLY: It would be a composite exhibit by  
4 Mr. Ken Howe, Kenneth Howe. Comparison of rates, short title.

5 MR. HOWE: Also I'd like to add that in my, in my  
6 subdivision -- well, particularly like on my block we have two  
7 people on disability. We have an elderly lady that is on  
8 retirement, is on social security, we have single,  
9 single-mother, single-parent families, and the people that I  
10 just mentioned that had this 7,200 gallon consumption bill.  
11 It's twice as much as Pasco County, so it's over \$50 a month  
12 more. That \$50 a month could go for insurance increases, it  
13 could go for food for their kids.

14 CHAIRMAN EDGAR: Mr. Howe, thank you. Thank you very  
15 much.

16 MR. HOWE: Thank you for your time.

17 CHAIRMAN EDGAR: And the information that you have  
18 shared with us will be so marked, as Mr. Reilly has described,  
19 as Exhibit 58.

20 (Exhibit 58 marked for identification.)

21 And we're ready for you, Mr. Reilly.

22 MR. REILLY: The next witness is Roy Beynon.

23 CHAIRMAN EDGAR: Good evening.

24 Whereupon,

25 ROY BEYNON

1 was called as a witness on behalf of the Citizens of the State  
2 of Florida and, having been duly sworn, testified as follows:

3 DIRECT STATEMENT

4 MR. BEYNON: I'm Roy Beynon. I live at  
5 7621 Rosewood, Jasmine Lakes. And the spelling of my name is  
6 B-E-Y-N-O-N.

7 CHAIRMAN EDGAR: Thank you.

8 MR. BEYNON: And I'm representing a few of the  
9 neighbors and stuff. And maybe some helpful hints. If this is  
10 one of the largest companies of water, I failed to realize that  
11 nobody said anything about reclaimed water. And I think -- I  
12 came from St. Petersburg, and that was a very big thing down  
13 there and there was money in reclaimed water.

14 But anyway, the first thing I was wanting to ask is  
15 when somebody gets a pool replaced or repaired or anything like  
16 that, they have to dump the water out of the pool. The average  
17 pool is 15,000 gallons. I called and asked them if we could  
18 get discounts because other places that I've lived we had a  
19 discount, we didn't have to pay for the sewage. With Aqua  
20 you've got to pay for sewage as well as the water. No  
21 discount. Places that I've lived before, you put in a new  
22 lawn, they discount so much water for doing your new lawn for  
23 30 days. With Aqua, nothing. And they reclaimed water, like I  
24 said. That is a big thing. I think Pasco County and some of  
25 the places that are doing commercial reclaimed water for

1 schools and various things, golf courses and stuff like that,  
2 but the public, this is one way to get money back into the  
3 system.

4           And what I would like to know, if these companies are  
5 so large, they know we need more water. Why are they not doing  
6 desalination plants along with incinerator plants along with  
7 generating plants and make a partnership together instead of  
8 fighting everybody?

9           And my last thing that I would say is do these  
10 people -- I understand every company needs a profit. But if  
11 you're going to take and put the profit in your pocket, this is  
12 wrong. You should come up with the equal of what your  
13 management is at, what you started the company with, what your  
14 salary was, and your equipment should be from there on on your  
15 salary and the points that you get for yourself. And that's  
16 what I have -- I thank you.

17           CHAIRMAN EDGAR: Thank you, Mr. Beynon.

18           MR. BEYNON: I'm sorry I didn't have the percentages  
19 and stuff, but I've had too many things to do.

20           MR. REILLY: We appreciate you coming here today.

21           CHAIRMAN EDGAR: Thank you very much.

22           I don't see anyone, but let me go ahead and ask if  
23 there is anybody else who would like to speak to this  
24 Commission at this time. And I'm seeing also a no from our  
25 staff that we have not had anybody else join us. I am sorry to

1 hear that. But I am, again, appreciative to both of you for  
2 coming out and giving us the opportunity to hear from you this  
3 evening.

4 Mr. Jaeger, we do need to take up the exhibits.

5 MR. JAEGER: Right. Just Exhibit 58 needs to be  
6 moved.

7 CHAIRMAN EDGAR: Any objection?

8 MR. REILLY: No objection.

9 MR. McDONNELL: No objection.

10 CHAIRMAN EDGAR: All right. No objection, show  
11 Exhibit 58 to be entered into the record.

12 (Exhibit 58 admitted into the record.)

13 Mr. Jaeger, any other matters?

14 MR. JAEGER: No other matters that I'm aware of.

15 CHAIRMAN EDGAR: Thank you.

16 Mr. Reilly?

17 MR. REILLY: No other matters.

18 CHAIRMAN EDGAR: Okay. Again, thank you to our  
19 customers, to our staff and to our other participants, and we  
20 are adjourned for the evening.

21 (Service Hearing adjourned at 6:45 p.m.)

22

23

24

25

1 STATE OF FLORIDA        )  
                                   :  
 2 COUNTY OF LEON         )

CERTIFICATE OF REPORTER

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I, LINDA BOLES, RPR, CRR, Official Commission Reporter, do hereby certify that the foregoing proceeding was heard at the time and place herein stated.

IT IS FURTHER CERTIFIED that I stenographically reported the said proceedings; that the same has been transcribed under my direct supervision; and that this transcript constitutes a true transcription of my notes of said proceedings.

I FURTHER CERTIFY that I am not a relative, employee, attorney or counsel of any of the parties, nor am I a relative or employee of any of the parties' attorneys or counsel connected with the action, nor am I financially interested in the action.

DATED THIS 6<sup>th</sup> day of July, 2007.

*Linda Boles*  
 \_\_\_\_\_  
 LINDA BOLES, RPR, CRR  
 FPSC Official Commission Reporter  
 (850) 413-6734



Service To:  
**PASQUALE COLASURDO**  
**10015 SALIX LN**  
**PORT RICHEY, FL 34668-4041**  
**Lot: 1410271 Block:**

Account Number  
**000882193 0625873 -**  
**JASMINE LAKES**

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

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

Questions about your water/sewer service?... Contact us before the due date.  
 Bill Date **November 27, 2006** Total Amount Due **\$ 87.91** Due Date **December 20, 2006**

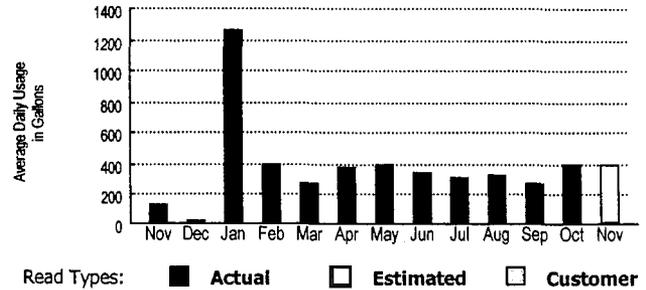
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93937182	5/8	11/19/06	32	Estimated	1691700	12,700	Gallons
		10/18/06		Actual	1679000		
Average Daily Usage = 396 Gallons		Total Days: 32		Total Usage:		12,700	Gallons

**Billing Detail**

Amount Owed from Last Bill .....	\$ 85.68
Total Payments Received .....	85.68
<b>Balance</b> .....	<b>0.00</b>
Water Base Facility Charge .....	9.30
12,700 gallons @ \$0.00318 per gallon.....	40.39
Current Water Charges.....	49.69
Sewer Base Facility Charge.....	27.35
Garbage.....	8.77
Street Lighting.....	2.10
<b>Amount Due 12/20/06 .....</b>	<b>\$ 87.91</b>

**Water Usage History**



**Message Center**

*Ch. 1164*  
*12/7/06*  
*87.91.*

*1704 550*  
*1698.000*  
*6550*  
*13*

*67.65*  
*44.65*  
*112.90*

*921068*  
*91700*  
*6368*

*1704*  
*1679000*

1336574

**IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION**

BS-APA-02

*Exhibit 57*

**FLORIDA PUBLIC SERVICE COMMISSION**  
**DOCKET NO. 060368-W EXHIBIT 57**  
**COMPANY Aqua Utilities FL, Inc.**  
**WITNESS Customer Bill - Pasquale Colasurdo**  
**DATE 06/20/07**

## QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

e-mail: [custserv@aquaaamerica.com](mailto:custserv@aquaaamerica.com)

Fax: 866-780-8292

[www.aquautilitiesflorida.com](http://www.aquautilitiesflorida.com)

If you have a billing question or complaint, call or write to us before the due date on your bill. You can contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges. Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment.

### EXPLANATION OF TERMS

**Actual Read:** Meter reading obtained by a company employee or one of our automatic meter reading systems.

**Customer Read:** Meter reading obtained from our customer.

**Employee Identification:** All company employees carry an identification card showing their picture and employee number.

**Estimated Bill:** When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

**Late Charge:** A penalty on past due balances.

**Meter Reading:** We attempt to read the water meter every billing period. We either have our meter reader visit your property or obtain the reading through one of our automatic meter reading systems.

**Method of Payment:** You can pay your bill by any of the following methods:

**By mail:** Place your check or money order in the enclosed pre-addressed envelope. Put a stamp on the envelope and mail it to us.  
Aqua Utilities Florida: P.O. Box 1229, Newark, NJ 07101-1229. DO NOT SEND CASH.

**By phone:** Customers with bank accounts or credit cards may pay their bills over the phone for a fee by calling this toll free number:  
866.261.2989.

**ZipCheck®:** A program in which your payment is automatically deducted from your bank account. You save the cost of postage and using bank checks. Details and applications are available from the company. Please call our Customer Service Department.

**Payment Terms:** You should pay your bill on or before the due date.

**Return Check Charge:** If for any reason your check is returned to us from the bank, we will add a service charge to your account.

**Sewer Base Facility Charge:** A charge to recover the fixed costs of utility service regardless of usage.

**Utility Tax:** A county service tax.

**Water Base Facility Charge:** A charge to recover the fixed costs of utility service regardless of usage.



Service To:  
**PASQUALE COLASURDO**  
 10015 SALIX LN  
 PORT RICHEY, FL 34668-4041  
 Lot: 1410271 Block:

Account Number  
**000882193 0625873**  
 JASMINE LAKES

**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 date.

Bill Date **December 29, 2006** Total Amount Due **\$ 67.55** Due Date **January 22, 2007**

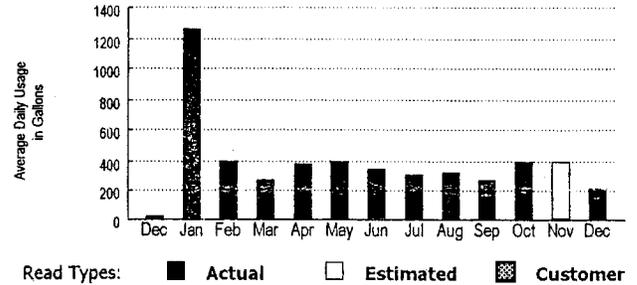
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93937182	5/8	12/19/06	30	Actual	1698000	6,300	Gallons
		11/19/06		Estimated	1691700		
Average Daily Usage = 210 Gallons		Total Days: 30		Total Usage:		6,300	Gallons

**Billing Detail**

Amount Owed from Last Bill .....	\$ 87.91
Total Payments Received.....	87.91
<b>Balance.....</b>	<b>0.00</b>
Water Base Facility Charge.....	9.30
* 6,300 gallons @ \$0.00318 per gallon .....	20.03
Current Water Charges.....	29.33
Sewer Base Facility Charge.....	27.35
Garbage.....	8.77
Street Lighting.....	2.10
<b>Amount Due 01/22/07 .....</b>	<b>\$ 67.55</b>

**Water Usage History**



**Message Center**

10  
 1707 P90  
 1698000  
 9890

chr. 1178  
 1/2 P.L.

67.55  
 3180  
 2735  
 1077  
 69.92

3.18  
 11000  
 318  
 318  
 3998

1707680  
 1698000  
 9680  
 222  
 34.98  
 930  
 27.35  
 1087  
 82.50

1336574

**IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION**

Return this portion with your payment

Service To:

BS-APA-02

## QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

Fax: 866-780-8292

e-mail: [custserv@aquaaamerica.com](mailto:custserv@aquaaamerica.com)

[www.aquautilitiesflorida.com](http://www.aquautilitiesflorida.com)

If you have a billing question or complaint, call or write to us before the due date on your bill. You can contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges. Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment.

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**Late Charge:** A penalty on past due balances.

**Meter Reading:** We attempt to read the water meter every billing period. We either have our meter reader visit your property or obtain the reading through one of our automatic meter reading systems.

**Method of Payment:** You can pay your bill by any of the following methods:

**By mail:** Place your check or money order in the enclosed pre-addressed envelope. Put a stamp on the envelope and mail it to us.  
Aqua Utilities Florida: P.O. Box 1229, Newark, NJ 07101-1229. DO NOT SEND CASH.

**By phone:** Customers with bank accounts or credit cards may pay their bills over the phone for a fee by calling this toll free number:  
866.261.2989.

**ZipCheck®:** A program in which your payment is automatically deducted from your bank account. You save the cost of postage and using bank checks. Details and applications are available from the company. Please call our Customer Service Department.

**Payment Terms:** You should pay your bill on or before the due date.

**Return Check Charge:** If for any reason your check is returned to us from the bank, we will add a service charge to your account.

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**Utility Tax:** A county service tax.

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Service To:  
**PASQUALE COLASURDO**  
**10015 SALIX LN**  
**PORT RICHEY, FL 34668-4041**  
**Lot: 1410271 Block:**

Account Number  
**000882193 0625873**  
 JASMINE LAKES

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 762 W. Lancaster Avenue  
 Bryn Mawr, PA 19010-3489

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

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

Bill Date **January 31, 2007** Total Amount Due **\$ 78.68** Due Date **February 22, 2007**

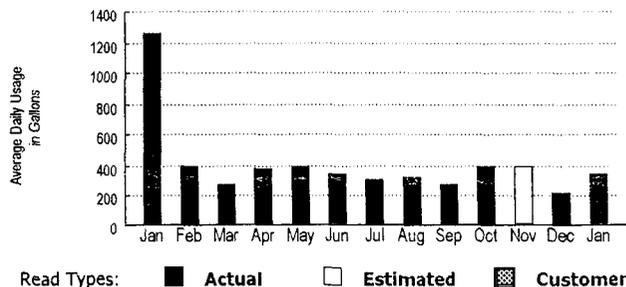
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93937182	5/8	01/17/07	29	Actual	1707800	9,800	Gallons
		12/19/06		Actual	1698000		
Average Daily Usage = 337 Gallons		Total Days: 29		Total Usage:		9,800	Gallons

**Billing Detail**

Amount Owed from Last Bill .....	\$ 67.55
Total Payments Received .....	67.55
<b>Balance</b> .....	<b>0.00</b>
Water Base Facility Charge .....	9.30
9,800 gallons @ \$0.00318 per gallon .....	31.16
Current Water Charges .....	40.46
Sewer Base Facility Charge .....	10.91
6,000 gallons @ \$0.00274 per gallon .....	16.44
Next 3,800 gallons @ \$0.00 per gallon .....	0.00
Current Sewer Charges .....	27.35
Garbage .....	8.77
Street Lighting .....	2.10
<b>Amount Due 02/22/07</b> .....	<b>\$ 78.68</b>

**Water Usage History**



**Message Center**

*PD. Ch. 1190  
 2/12/07 78.68*

*3462  
 27.35  
 727*

*91.59  
 727  
 84.32*

## QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

Fax: 866-780-8292

e-mail: [custserv@aquaaamerica.com](mailto:custserv@aquaaamerica.com)

[www.aquautilitiesflorida.com](http://www.aquautilitiesflorida.com)

If you have a billing question or complaint, call or write to us before the due date on your bill. You can contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges. Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment.

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866.261.2989.

**ZipCheck®:** A program in which your payment is automatically deducted from your bank account. You save the cost of postage and using bank checks. Details and applications are available from the company. Please call our Customer Service Department.

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Service To:  
**PASQUALE COLASURDO**  
**10015 SALIX LN**  
**PORT RICHEY, FL 34668-4041**  
**Lot: 1410271 Block:**

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

Questions about your water/sewer service?... Contact us before the due date.  
 Bill Date **February 26, 2007** Total Amount Due **\$ 75.50** Due Date **March 20, 2007**

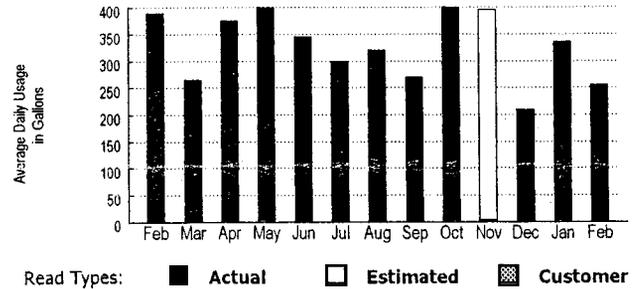
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93937182	5/8	02/20/07 01/17/07	34	Actual Actual	1716600 1707800	8,800	Gallons
Average Daily Usage $\square$ 258 Gallons		Total Days: 34		Total Usage:		8,800	Gallons

**Billing Detail**

Amount Owed from Last Bill.....	\$ 78.68
Total Payments Received.....	78.68
<b>Balance.....</b>	<b>0.00</b>
Water Base Facility Charge.....	9.30
8,800 gallons @ \$0.00318 per gallon.....	27.98
Current Water Charges.....	37.28
Sewer Base Facility Charge.....	10.91
6,000 gallons @ \$0.00274 per gallon.....	16.44
Next 2,800 gallons @ \$0.00 per gallon.....	0.00
Current Sewer Charges.....	27.35
Garbage.....	8.77
Street Lighting.....	2.10
<b>Amount Due 03/20/07.....</b>	<b>\$ 75.50</b>

**Water Usage History**



**Message Center**

1732550  
 6000  
 1723150  
 1724000  
 1716600  
 7400

Bel 3/6/07  
 Ch. 1201

75.50

1723420  
 1716600  
 6890

3.18  
 318  
 2576

25.94  
 9.30  
 35.24  
 27.35  
 10.91  
 73.46  
 1728.490  
 1716.600  
 11.890  
 1724200  
 1716600  
 7600  
 2276  
 3.18  
 25.94

1336574

**IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION**

Service To:

FL6512070

PAP-515-A-0  
 REV 01/07

## QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

e-mail: [custserv@aquaaamerica.com](mailto:custserv@aquaaamerica.com)

Fax: 866-780-8292

[www.aquautilitiesflorida.com](http://www.aquautilitiesflorida.com)

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Aqua Utilities Florida: P.O. Box 1229, Newark, NJ 07101-1229. DO NOT SEND CASH.

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866.261.2989.

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PASQUALE COLASURDO  
 10015 SALIX LN  
 PORT RICHEY, FL 34668-4041  
 Lot: 1410271 Block:

**000882193 0625873**  
 JASMINE LAKES

**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

**March 23, 2007**

Total Amount Due.

**\$ 71.69**

Due Date

**April 16, 2007**

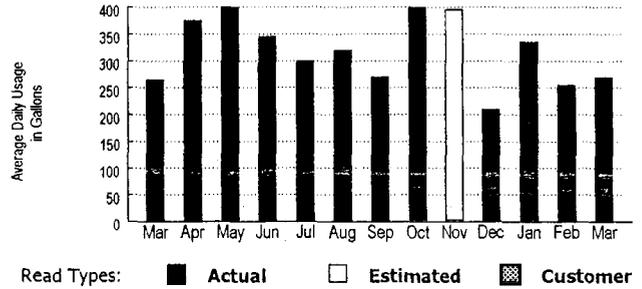
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93937182	5/8	03/20/07	28	Actual	1724200	7,600	Gallons
		02/20/07		Actual	1716600		
Average Daily Usage = 271 Gallons		Total Days: 28		Total Usage:		7,600	Gallons

**Billing Detail**

Amount Owed from Last Bill .....	\$ 75.50
Total Payments Received .....	75.50
<b>Balance</b> .....	<b>0.00</b>
Water Base Facility Charge .....	9.30
7,600 gallons @ \$0.00318 per gallon .....	24.17
Current Water Charges .....	33.47
Sewer Base Facility Charge .....	10.91
6,000 gallons @ \$0.00274 per gallon .....	16.44
Next 1,600 gallons @ \$0.00 per gallon .....	0.00
Current Sewer Charges .....	27.35
Garbage .....	8.77
Street Lighting .....	2.10
<b>Amount Due 04/16/07</b> .....	<b>\$ 71.69</b>

**Water Usage History**



**Message Center**

*PD 4/3/07*  
*ch. 1214*  
 (71.69)

*33510*  
~~*24500*~~  
*9310*

*9900*  
~~*7400*~~  
~~*1700*~~

*17*  
~~*318*~~  
~~*90*~~  
~~*2262*~~  
~~*3900*~~  
~~*930*~~  
~~*2735*~~  
~~*1082*~~  
~~*7652*~~

1336574

**IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION**

FL6512070

PAP-515-A-0  
 REV 01/07

Service To:

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Service To:  
**PASQUALE COLASURDO**  
**10015 SALIX LN**  
**PORT RICHEY, FL 34668-4041**  
**Lot: 1410271 Block:**

Account Number  
**000882193 0625873**  
 JASMINE LAKES

**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 **April 25, 2007** Total Amount Due **\$ 85.51** Due Date **May 17, 2007**

**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93937182	5/8	04/20/07	31	Estimated	1735400	11,200	Gallons
		03/20/07		Actual	1724200		
Average Daily Usage = 361 Gallons		Total Days: 31		Total Usage:		11,200	Gallons

**Billing Detail**

Amount Owed from Last Bill.....	\$ 71.69
Total Payments Received.....	71.69
<b>Balance</b> .....	<b>0.00</b>
Current Water Charges.....	45.18
Current Sewer Charges.....	29.46
Garbage.....	8.77
Street Lighting.....	2.10
<b>Amount Due 05/17/07</b> .....	<b>\$ 85.51</b>

*Handwritten calculations:*  
 $1749500 - 1735400 = 14100$   
 $55400 - 33570 = 21830$   
 $1740620 - 1735400 = 5220$   
 $1740270 - 1735400 = 4870$

*Handwritten notes:*  
 Paid 5/7/07  
 85.51 ch.  
 1329  
 504 N

**Message Center**

Please note your account number is a 16-digit number. The full 16-digits must be used when to ensure correct posting of your Aqua payment.

*Handwritten calculations:*  
 $29.46 - 27.35 = 2.11$   
 $3498 - 930 = 2568$   
 $3460 - 27.10 = 3432.90$   
 $34.98 - 4.00 = 30.98$   
 $10.91 - 16.44 = -5.53$   
 $27.35 - 91.59 = -64.24$   
 $1742440 - 1735400 = 7040$

1336574

**IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION**

FL6512070PAP-515-A-0  
 REV 01/07

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 Lot: 1410271 Block:

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 e Mail: **custserv@aquaaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.  
 Bill Date **May 23, 2007** Total Amount Due **\$ 91.59** Due Date **June 14, 2007**

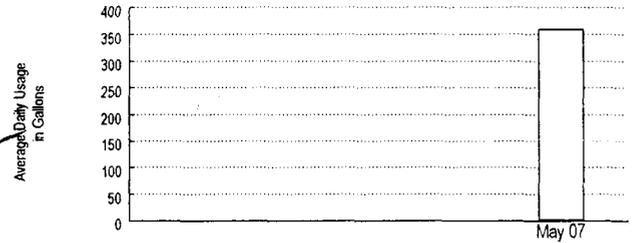
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93937182	5/8	05/21/07	31	Estimated	1746700	11,300	Gallons
		04/20/07		Estimated	1735400		
Average Daily Usage = 364 Gallons		Total Days: 31		Total Usage:		11,300	Gallons

**Billing Detail**

Amount Owed from Last Bill .....	\$ 85.51
Total Payments Received .....	85.51
<b>Balance</b> .....	<b>0.00</b>
Current Water Charges .....	46.10
Current Sewer Charges .....	<del>34.62</del> <i>27.35</i>
Garbage .....	8.77
Street Lighting .....	2.10
<b>Amount Due 06/14/07</b> .....	<b>\$ 91.59</b>

**Water Usage History**



Read Types:  Actual  Estimated  Customer

*QB 84.32*  
*Ch 1241*

*6/1/07*

*1749.500*  
*1746.700*  
*2800*

*863, 4244*

**Message Center**

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- 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 early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at [www.aquautilitiesflorida.com](http://www.aquautilitiesflorida.com) to see your report.

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P.S.C. Meeting  
June 20, 2007 6pm  
Pasco County Government Center  
New Port Richey, FL

subject: Aqua Utilities rate increase request

*Information gathered by Kenneth Howe, Palm Terrace resident ( a subdivision serviced by Aqua Utilities). Taxes going up, insurance going up and now water rates going up again. Where will it stop? Please stop the madness!*

**FLORIDA PUBLIC SERVICE COMMISSION**  
DOCKET NO. 060368-WS EXHIBIT 58  
COMPANY Aqua Utilities FL, Inc.  
WITNESS Comparison of Rates by Kenneth Howe  
DATE 06/20/07

## AQUA UTILITIES FLORIDA, INC.

Palm Terrace is a subdivision serviced by Aqua Utilities Florida, Inc.

Residential water bill for 2,000 gallons consumption:

Water: \$21.82

Sewer: \$38.71

Total: \$60.53

The rates for this bill became in effect April 12, 2007

Comparing Aqua Utilities water bills to bills of subdivisions immediately surrounding Palm Terrace:

111.5% Higher than Pasco County Utilities

41.4% Higher than Port Richey Utilities ( outside city limit rates)

67.8% Higher than Port Richey Utilities ( city limits rates)

A neighbor of mine used 7,200 gallons consumption and was billed \$104.63 by Aqua Utilities with the newer water rates. The same consumption bill for Pasco County Utilities is only \$55.83

Aqua Utilities purchases water from Pasco County Utilities at a rate of \$3.65/ 1,000 gallons bulk rate (eliminating water treatment and storage costs to Aqua Utilities). Pasco County Utilities main water line runs along the east end of Palm Terrace. Aqua Utilities does have a small sewer treatment plant located in Palm Terrace subdivision.

Comparison of Aqua Utilities latest rate increase ( April 12, 2007) based upon my past two water bills:

“March 07”( 3-11 to 4-10) : 2,300 gallons consumption : \$45.46

“April 07” (4-11 to 5-11): 2,000 gallons consumption: \$60.53

The difference is \$15.07 for 300 gallons less consumption which is over a 33% increase in water rates.

## PASCO COUNTY UTILITIES

Timber Oaks, Gulf Highhlands and Coventry Green are subdivision immediately to the east, north and south of Palm Terrace and are serviced by Pasco County Utilities.

Residential water bill for 2,000 gallons consumption:

Water: \$10.47

Sewer: \$18.14

Total: \$28.61

This rate is effective as of Oct. 1, 2006

**PASCO COUNTY UTILITES - RATE EFFECTIVE OCTOBER 1, 2006**

**3/4" RESIDENTIAL SINGLE FAMILY**

Gallons		Water		Sewer		Total
0		\$6.01		\$12.00		\$18.01
1	plus 2.23	\$8.24		\$15.07	plus 3.07	\$23.31
2		\$10.47		\$18.14		\$28.61
3		\$12.70		\$21.21		\$33.91
4		\$14.93		\$24.28		\$39.21
5		\$17.16		\$27.35		\$44.51
6		\$19.39		\$30.42		\$49.81
7	plus 2.95	\$22.34		\$33.49		\$55.83
8		\$25.29		\$36.56		\$61.85
9		\$28.24		\$39.63		\$67.87
10		\$31.19		\$42.70	maximum	\$73.89
11		\$34.14		\$42.70		\$76.84
12		\$37.09		\$42.70		\$79.79
13		\$40.04		\$42.70		\$82.74
14		\$42.99		\$42.70		\$85.69
15		\$45.94		\$42.70		\$88.64
16	plus 3.69	\$49.63		\$42.70		\$92.33
17		\$53.32		\$42.70		\$96.02
18		\$57.01		\$42.70		\$99.71
19		\$60.70		\$42.70		\$103.40
20		\$64.39		\$42.70		\$107.09
21		\$68.08		\$42.70		\$110.78
22		\$71.77		\$42.70		\$114.47
23		\$75.46		\$42.70		\$118.16
24		\$79.15		\$42.70		\$121.85
25		\$82.84		\$42.70		\$125.54
26		\$86.53		\$42.70		\$129.23
27		\$90.22		\$42.70		\$132.92
28		\$93.91		\$42.70		\$136.61
29		\$97.60		\$42.70		\$140.30
30		\$101.29		\$42.70		\$143.99
31	plus 4.41	\$105.70		\$42.70		\$148.40
32		\$110.11		\$42.70		\$152.81
33		\$114.52		\$42.70		\$157.22
34		\$118.93		\$42.70		\$161.63
35		\$123.34		\$42.70		\$166.04
36		\$127.75		\$42.70		\$170.45
37		\$132.16		\$42.70		\$174.86
38		\$136.57		\$42.70		\$179.27
39		\$140.98		\$42.70		\$183.68
40		\$145.39		\$42.70		\$188.09
41		\$149.80		\$42.70		\$192.50
42		\$154.21		\$42.70		\$196.91
43		\$158.62		\$42.70		\$201.32
44		\$163.03		\$42.70		\$205.73
45		\$167.44		\$42.70		\$210.14
46		\$171.85		\$42.70		\$214.55
47		\$176.26		\$42.70		\$218.96

## PORT RICHEY UTILITIES

Brown Acres is a subdivision immediately west of Palm Terrace and is serviced by Port Richey Utilities. Brown Acres is charged “outside city limits” water rates.

Residential water bill for 2,000 gallons consumption:

Water: \$15.12

Sewer: \$27.66

Total: \$42.78

Port Richey Utilities “city limits” 2,000 gallons bill

Water: \$12.10

Sewer: \$22.13

Total: \$34.23

These rates are the most current rates for Port Richey Utilities

**WATER ¾" METER**

<b>CITY LIMITS</b>		<b>COUNTY</b>	
BASE	\$ 8.40	BASE	\$ 10.50
1,2,3	@ 1.85	1,2,3	@ 2.31
4,5,6,7,8	@ 2.65	4,5,6,7,8	@ 3.31
9,10,11,12,13	@ 2.91	9,10,11,12,13	@ 3.64
each additional thousand	@ 3.18	each additional thousand	@ 3.98

**SEWER**

<b>CITY</b>		<b>COUNTY</b>	
BASE	\$ 14.69	BASE	\$ 18.36
each thousand gallons	@ 3.72	each thousand gallons	@ 4.65

**effective 12/15/2002 Billing**