

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: 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.

DOCKET NO. 080121-WS

FILED: October 27, 2008

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CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the Direct Testimony of Rhonda Hicks on behalf of the Florida Public Service Commission, has been furnished by ~~U.S. Mail~~, on this 27th day of October, 2008, to the following. *Hand Delivery*

Aqua Utilities Florida, Inc.
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COM 51
ECR _____
GCL _____
OPC _____
RCP _____
SSC _____
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ADM _____
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DOCUMENT NUMBER-DATE

10144 OCT 27 08

FPSC-COMMISSION CLERK

DOCKET NO.: 080121-WS - 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.

WITNESS: Direct Testimony of Rhonda L. Hicks Appearing on Behalf of the Staff of the Florida Public Service Commission.

DATE FILED: October 27, 2008

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FPSC-COMMISSION CLERK

1 DIRECT TESTIMONY OF RHONDA L. HICKS

2 Q. Please state your name and address.

3 A. My name is Rhonda L. Hicks. My address is 2540 Shumard Oak Boulevard;
4 Tallahassee, Florida; 32399-0850.

5 Q. By whom are you employed and in what capacity?

6 A. I am employed by the Florida Public Service Commission (Commission) as Chief of
7 the Bureau of Consumer Assistance in the Division of Service, Safety, and Consumer
8 Assistance.

9 Q. Please give a brief description of your educational background and professional
10 experience.

11 A. I graduated from Florida A&M University in 1986 with a Bachelor of Science degree
12 in Accounting. I have worked for the Commission for 22 years. I have varied
13 experience in the electric, gas, telephone, and water and wastewater industries. My
14 work experience includes rate cases, cost recovery clauses, depreciation studies, tax,
15 audit, consumer outreach and consumer complaints. I currently work in the Bureau of
16 Consumer Assistance within the Division of Service, Safety, and Consumer Assistance
17 where I manage consumer complaints and inquiries.

18 Q. What is the purpose of your testimony?

19 A. The purpose of my testimony is to advise the Commission of the number of consumer
20 complaints filed against Aqua Utilities Florida, Inc. (Aqua) under Rule 25-22.032,
21 Florida Administrative Code, for consumer complaints, from January 1, 2007 through
22 September 30, 2008. My testimony will also provide information on the type of
23 complaints filed and information on apparent rule violations, if any.

24 Q. What do your records indicate concerning the number of complaints filed against
25 Aqua?

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- 1 A. From January 1, 2007, through September 30, 2008, customers filed 326 complaints
2 against Aqua with the Commission.
- 3 Q. What have been the most common types of complaints against Aqua?
- 4 A. During the specified time period, approximately sixty-eight (68%) percent of the
5 complaints filed with the Commission concerned billing issues, while approximately
6 thirty-two (32%) of the complaints involved quality of service issues.
- 7 Q. How many of the complaints referenced in your testimony have staff determined to be
8 an apparent violation of Commission rules?
- 9 A. Of the 326 complaints filed, 144 (44%) were determined to be apparent violations of
10 Commission rules.
- 11 Q. What was the nature of the apparent rule violations?
- 12 A. The majority of the apparent rule violations were for failure to respond to either the
13 customer or the Commission within the time required by Rule 25-22.032, Florida
14 Administrative Code (WB/WS-49; WB/WS-50; WB/WB-51). Other violations
15 include inaccurate meter readings (WB-04), failure to read the meter at regular
16 intervals (WB-03), and improper disconnection (WS-12).
- 17 Q. Do you have any exhibits attached to your testimony?
- 18 A. Yes. I am sponsoring Exhibits RLH-1 and RLH-2 which provides a summary listing
19 of complaints filed in 2007 and 2008, against Aqua under Rule 25-22.032, Florida
20 Administrative Code. As previously noted, the complaints were filed during the period
21 January 1, 2007 through September 30, 2008. I am also sponsoring Exhibit RLH-3,
22 which is a listing of complaint close-out codes used to identify the type of complaint
23 filed by the customer.
- 24 Q. Does this conclude your testimony?
- 25 A. Yes, it does.

10/22/2008

**FLORIDA PUBLIC SERVICE COMMISSION
COMPLAINTS QUERY REPORT**



Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
ECR							
	DON COUNCIL	737698W	AQUA UTILITIES FLORIDA, INC.	WS887	05/30/2007	GI-25	T
Date Closed:	03/04/2008	Assigned Analyst:	ECR	Closed Analyst:	KARLA BARNES		
Service/Billing:	B	Savings:	66.96	How Received:	PHONE	Preliminary Type:IMPROPER BILLS	
County:	Lake	Customer Phone:	(305)-505-9514	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	JAMES HORTON	738574W	AQUA UTILITIES FLORIDA, INC.	WS887	06/06/2007	GI-25	T
Date Closed:	03/04/2008	Assigned Analyst:	ECR	Closed Analyst:	KARLA BARNES		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:IMPROPER BILLS	
County:	Lake	Customer Phone:	(386)-749-9003	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	GLENN D STIMPSON	738918W	AQUA UTILITIES	NA	06/11/2007		
Date Closed:	//	Assigned Analyst:	CHERYL	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	MAIL	Preliminary Type:IMPROPER BILLS	
County:	Lake	Customer Phone:		Sent To Company:	N	Apparent Rule Violation:	PSA:
	ELANOR CUMMINGS	740277W	AQUA UTILITIES, INC.	NA	06/21/2007		
Date Closed:	//	Assigned Analyst:	CHERYL	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:IMPROPER BILLS	
County:	Citrus	Customer Phone:	(561)-588-2354	Sent To Company:	N	Apparent Rule Violation:	PSA:
	JOE M NORMAN	740407W	AQUA UTILITIES FLORIDA, INC.	WS881	06/22/2007	GI-25	T
Date Closed:	11/27/2007	Assigned Analyst:	ECR	Closed Analyst:	Cheryl Bulecza-Banks		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:IMPROPER BILLS	
County:	Lake	Customer Phone:	(352)-728-1208	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	River Bend Concominium Association	740858W	AQUA UTILITIES	NA	06/26/2007	WB-01	T
Date Closed:	10/22/2007	Assigned Analyst:	CHERYL	Closed Analyst:	KARLA BARNES		
Service/Billing:	B	Savings:	0.00	How Received:	FAX	Preliminary Type:	IMPROPER BILLS
County:	Putnam	Customer Phone:	(386)-467-2900	Sent To Company:	N	Apparent Rule Violation:	Y PSA:
	PAUL HEMBY	751666W	AQUA UTILITIES FLORIDA, INC.	WS887	09/20/2007	GI-25	T
Date Closed:	03/04/2008	Assigned Analyst:	ECR	Closed Analyst:	KARLA BARNES		
Service/Billing:	B	Savings:	0.00	How Received:	FAX	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(386)-749-2337	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	NANCY HUNT	762473W	AQUA UTILITIES FLORIDA, INC.	WS887	12/19/2007		
Date Closed:	//	Assigned Analyst:	ECR	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(386)-749-2870	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
ECR	Total Cases: 8			ECR	Total Savings: 66.96		
SSC							
	PATTINGUYEN	723378W	AQUA UTILITIES FLORIDA, INC.	WS887	01/09/2007	WS-12	T
Date Closed:	02/20/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	DELAY IN CONNECTION
County:	Volusia	Customer Phone:	(386)-882-2925	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	MIKE HENKE	723531W	AQUA UTILITIES FLORIDA, INC.	WU174	01/09/2007	GI-32	T
Date Closed:	05/08/2007	Assigned Analyst:	RHONDA HICKS	Closed Analyst:	GENERAL COUNSEL		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:

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Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
RUSSELL MOYER		723770W	AQUA UTILITIES FLORIDA, INC.	WS881	01/11/2007	WS-50	T
Date Closed:	02/23/2007	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	REPAIR
County:	Lake	Customer Phone:	(352)-759-2496	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
DESTIN HOLBEN		723919W	AQUA UTILITIES FLORIDA, INC.	WS883	01/12/2007	WB-50	T
Date Closed:	03/20/2007	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-862-1460	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
BOB BRUBAKER		724054W	AQUA UTILITIES FLORIDA, INC.	WS886	01/16/2007	GI-30	T
Date Closed:	02/21/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	E-MAIL	Preliminary Type:	QUALITY OF SERVICE
County:	Seminole	Customer Phone:	(407)-366-8445	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
EDITH MELDON		724497W	AQUA UTILITIES FLORIDA, INC.	WU174	01/19/2007	WS-49	L
Date Closed:	03/20/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Marion	Customer Phone:	(352)-732-4106	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
ROGER RAINE		724658W	AQUA UTILITIES FLORIDA, INC.	WS883	01/22/2007	GI-30	T
Date Closed:	02/27/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Pasco	Customer Phone:	(813)-727-5220	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
GAIL AXTELL		724981W	AQUA UTILITIES FLORIDA, INC.	WS688	01/24/2007	WB-49	L
Date Closed:	02/28/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-375-1424	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	DANIEL OR CAROL ZUTLER	725512W	AQUA UTILITIES FLORIDA, INC.	WS883	01/29/2007	WB-49	L
Date Closed:	03/08/2007	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	B	Savings:	355.66	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-861-3859	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	ROGER GRIFFITH	725603W	AQUA UTILITIES FLORIDA, INC.	WS768	01/30/2007	WB-49	L
Date Closed:	03/20/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Sumter	Customer Phone:	(352)-568-3215	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	BETTY MEIRIS	725605W	AQUA UTILITIES FLORIDA, INC.	WS883	01/30/2007	WB-50	T
Date Closed:	03/14/2007	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	B	Savings:	246.92	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(352)-684-7989	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	CARL HUBERMAN	725626W	AQUA UTILITIES FLORIDA, INC.	WS883	01/30/2007	GI-25	T
Date Closed:	04/05/2007	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(954)-345-6445	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	JOE LINDSEY	725899W	AQUA UTILITIES FLORIDA, INC.	WS768	02/01/2007	WB-49	T
Date Closed:	03/22/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Sumter	Customer Phone:	(352)-793-2166	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	LAWRENCE CARUSO	727360W	AQUA UTILITIES FLORIDA, INC.	WS688	02/16/2007	GI-25	T
Date Closed:	05/29/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	142.80	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-338-1997	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
VIRGINIA PETERSON		727635W	AQUA UTILITIES FLORIDA, INC.	WS884	02/20/2007	WB-50	L
Date Closed:	03/29/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
PATRICK & ARLEN BLAKE		727707W	AQUA UTILITIES FLORIDA, INC.	WS688	02/21/2007	WB-49	L
Date Closed:	07/19/2007	Assigned Analyst:	RHONDA HICKS	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
ARLENE BLAKE		727710W	AQUA UTILITIES FLORIDA, INC.	WS688	02/21/2007	GI-25	T
Date Closed:	04/12/2007	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
LEDONIA FIELDS		728225W	AQUA UTILITIES FLORIDA, INC.	WS688	02/26/2007	WB-49	L
Date Closed:	04/18/2007	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-373-5477	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
BRUCE BANA		728274W	AQUA UTILITIES FLORIDA, INC.	WS688	02/26/2007	WB-49	L
Date Closed:	05/15/2007	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	B	Savings:	139.09	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-337-8295	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
VICTOR DEMATAS		728305W	AQUA UTILITIES FLORIDA, INC.	WS688	02/27/2007	GI-25	T
Date Closed:	05/29/2007	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

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Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	MARY DEMATAS	728762W	AQUA UTILITIES FLORIDA, INC.	WS688	03/02/2007	WS-50	L
Date Closed:	04/23/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Alachua	Customer Phone:	(352)-336-3290	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	ROBERT GOETZ	729047W	AQUA UTILITIES FLORIDA, INC.	WS688	03/06/2007	GI-30	T
Date Closed:	04/12/2007	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Alachua	Customer Phone:	(352)-692-4957	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	JIMMY LECOMPTE	729290W	AQUA UTILITIES FLORIDA, INC.	WS688	03/07/2007	WS-50	L
Date Closed:	04/23/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	E-MAIL	Preliminary Type:	QUALITY OF SERVICE
County:	Alachua	Customer Phone:	(352)-377-9734	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	PATRICIA MISKAR	729345W	AQUA UTILITIES FLORIDA, INC.	WS883	03/08/2007	WS-49	L
Date Closed:	07/16/2007	Assigned Analyst:	RHONDA HICKS	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	S	Savings:	81.17	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Pasco	Customer Phone:	(727)-858-7186	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	TRACY SMITH	729527W	AQUA UTILITIES FLORIDA, INC.	WS883	03/09/2007	WB-49	L
Date Closed:	05/31/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	GEORGE WEHMEYER	729591W	AQUA UTILITIES FLORIDA, INC.	WS688	03/12/2007	GI-25	T
Date Closed:	04/16/2007	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-379-5668	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	BILLIE JEAN GOINS	729756W	AQUA UTILITIES FLORIDA, INC.	WS688	03/13/2007	WS-49	L
Date Closed:	05/02/2007	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Alachua	Customer Phone:	(352)-373-7137	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	GREGORY JOHNSTON	729858W	AQUA UTILITIES FLORIDA, INC.	WS886	03/14/2007	WB-50	T
Date Closed:	05/10/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-971-8104	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	REG ISON	729883W	AQUA UTILITIES FLORIDA, INC.	WS688	03/14/2007	GI-25	T
Date Closed:	04/20/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	ALBERT MCCRACKEN	729996W	AQUA UTILITIES FLORIDA, INC.	WS688	03/15/2007	WB-49	L
Date Closed:	04/19/2007	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-283-2163	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	BONNIE BLACK	730051W	AQUA UTILITIES FLORIDA, INC.	WS884	03/15/2007	WB-49	L
Date Closed:	04/30/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(863)-665-9870	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	LONNIE COLE	730134W	AQUA UTILITIES FLORIDA, INC.	WU174	03/16/2007	WB-49	L
Date Closed:	04/24/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:	(352)-368-5616	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
RON MCKAY		730680W	AQUA UTILITIES FLORIDA, INC.	WS886	03/22/2007	WS-49	L
Date Closed:	04/16/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Seminole	Customer Phone:	(407)-365-3833	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
URSULA PEARSON		730837W	AQUA UTILITIES FLORIDA, INC.	WS883	03/23/2007	WB-49	L
Date Closed:	05/23/2007	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	144.97	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
TIM GLADDEN		730979W	AQUA UTILITIES FLORIDA, INC.	WS688	03/26/2007	WB-49	L
Date Closed:	05/18/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	B	Savings:	256.62	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-395-6173	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
RICK CARNIVALE		731489W	AQUA UTILITIES FLORIDA, INC.	WS888	04/02/2007	WB-49	L
Date Closed:	07/03/2007	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	B	Savings:	0.00	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Washington	Customer Phone:	(480)-837-3640	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
FLORANCE/DANIAL LE BLANC		731603W	AQUA UTILITIES FLORIDA, INC.	WS883	04/03/2007	GI-05	L
Date Closed:	05/24/2007	Assigned Analyst:	KATE SMITH	Closed Analyst:	KATE SMITH		
Service/Billing:	B	Savings:	10.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(813)-788-6534	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
THOMAS C BOYLE		731848W	AQUA UTILITIES FLORIDA, INC.	WS881	04/05/2007	WB-49	L
Date Closed:	05/30/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	MARY GREEN	733367W	AQUA UTILITIES FLORIDA, INC.	WU787	04/20/2007	WS-49	L
Date Closed:	06/01/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	S	Savings:	0.00	How Received:	MAIL	Preliminary Type:	QUALITY OF SERVICE
County:	Palm Beach	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	JUDY CRUDEN	733793W	AQUA UTILITIES FLORIDA, INC.	WS886	04/25/2007	WB-51	L
Date Closed:	11/30/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	41.52	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-365-1681	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	JAMES L JOHNSON	733824W	AQUA UTILITIES FLORIDA, INC.	WS881	04/25/2007	WS-49	L
Date Closed:	05/30/2007	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	S	Savings:	0.00	How Received:	FAX	Preliminary Type:	REPAIR
County:	Lake	Customer Phone:	(386)-749-4943	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	KENNETH BERG	734123W	AQUA UTILITIES FLORIDA, INC.	WU787	04/27/2007	WS-49	L
Date Closed:	08/28/2007	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Palm Beach	Customer Phone:	(561)-588-8815	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	FRANCES PARRINO	734356W	AQUA UTILITIES FLORIDA, INC.	WS883	05/01/2007	WB-49	L
Date Closed:	06/14/2007	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(787)-868-4194	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	PAUL G HUNTER	734522W	AQUA UTILITIES FLORIDA, INC.	WS881	05/02/2007	GI-05	T
Date Closed:	11/20/2007	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	0.00	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-343-8117	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	JAMES GROTKOPF	734530W	AQUA UTILITIES FLORIDA, INC.	WS886	05/02/2007	WB-49	L
Date Closed:	06/12/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	25.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-359-8978	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	JOANN HIGBIE	734642W	AQUA UTILITIES FLORIDA, INC.	WU174	05/02/2007	WS-51	L
Date Closed:	06/21/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	REPAIR
County:	Marion	Customer Phone:	(352)-598-2948	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	JACK BEELER	735016W	AQUA UTILITIES FLORIDA, INC.	WS884	05/07/2007	WS-49	L
Date Closed:	07/05/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Polk	Customer Phone:	(863)-398-2588	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	WEBSTER MONEY	735110W	AQUA UTILITIES FLORIDA, INC.	WU174	05/08/2007	WB-49	L
Date Closed:	09/24/2007	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:	(352)-347-8088	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	GARY CURRY	735135W	AQUA UTILITIES FLORIDA, INC.	WS887	05/08/2007	WB-49	L
Date Closed:	06/15/2007	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	60.68	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	TRICIA WIELAND	735149W	AQUA UTILITIES FLORIDA, INC.	WS886	05/08/2007	WS-49	L
Date Closed:	06/19/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER DISCONNECTS
County:	Seminole	Customer Phone:	(407)-365-7448	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
W.F. RICH		735163W	AQUA UTILITIES FLORIDA, INC.	WS887	05/08/2007	WB-50	L
Date Closed:	06/25/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	186.97	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(386)-749-1983	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
WALTER PETERS		735213W	AQUA UTILITIES FLORIDA, INC.	WS883	05/08/2007	WB-49	T
Date Closed:	07/05/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	B	Savings:	346.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-967-2480	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
OWEN C RHEA, JR		735292W	AQUA UTILITIES FLORIDA, INC.	WS883	05/09/2007	WB-49	L
Date Closed:	07/02/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-863-4109	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
EVELYN BAKER		735751W	AQUA UTILITIES FLORIDA, INC.	WU174	05/11/2007	WB-49	L
Date Closed:	07/02/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:	(352)-369-0761	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
WILLY/ INELL HALL		735785W	AQUA UTILITIES FLORIDA, INC.	WS886	05/14/2007	WB-49	L
Date Closed:	07/20/2007	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-831-3978	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
SCOTT SINCLAIR		735932W	AQUA UTILITIES FLORIDA, INC.	WS886	05/14/2007	WB-49	L
Date Closed:	07/20/2007	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-432-4841	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	ELIZABETH BRYAN	736004W	AQUA UTILITIES FLORIDA, INC.	WS886	05/15/2007	WB-51	L
Date Closed:	08/28/2007	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	B	Savings:	387.51	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
	TROY & ELIZABET VARGAS	736238W	AQUA UTILITIES FLORIDA, INC.	WS886	05/16/2007	WB-49	L
Date Closed:	09/26/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-365-9359	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
	ROBERT MINER	736510W	AQUA UTILITIES FLORIDA, INC.	WS886	05/18/2007	WS-49	L
Date Closed:	06/29/2007	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	S	Savings:	15.00	How Received:	E-FORM	Preliminary Type:	IMPROPER DISCONNECTS
County:	Seminole	Customer Phone:	(321)-278-5342	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
	JOANN JOHNSON	736600W	AQUA UTILITIES FLORIDA, INC.	WS688	05/21/2007	WB-50	L
Date Closed:	06/19/2007	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	80.82	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
	JAMES RUSHING	736639W	AQUA UTILITIES FLORIDA, INC.	WS768	05/21/2007	WB-50	T
Date Closed:	12/12/2007	Assigned Analyst:	JOHN PLESCOW	Closed Analyst:	JOHN PLESCOW		
Service/Billing:	B	Savings:	9.90	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Sumter	Customer Phone:	(352)-793-5455	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
	BETTY RANDEL	736666W	AQUA UTILITIES FLORIDA, INC.	WS768	05/21/2007	WB-49	L
Date Closed:	10/22/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	B	Savings:	72.07	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Sumter	Customer Phone:	(352)-793-5927	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
GLEN STIMPSON		737159W	AQUA UTILITIES FLORIDA, INC.	WS881	05/24/2007	WB-49	L
Date Closed:	07/18/2007	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	33.57	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
HOWARD HURST		737211W	AQUA UTILITIES FLORIDA, INC.	WS883	05/24/2007	WB-49	L
Date Closed:	06/28/2007	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-863-1356	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
CHARLENE JONES		737481W	AQUA UTILITIES FLORIDA, INC.	WS884	05/29/2007	WB-51	L
Date Closed:	09/04/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(863)-696-2115	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
ARLENE BLAKE		737596W	AQUA UTILITIES FLORIDA, INC.	WS688	05/30/2007	WB-49	L
Date Closed:	08/28/2007	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-378-4599	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
WEBB EPPERSON		737707W	AQUA UTILITIES FLORIDA, INC.	WS886	05/30/2007	GI-05	T
Date Closed:	11/28/2007	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-977-4709	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
MARGARET MAGSAM		737874W	AQUA UTILITIES FLORIDA, INC.	WS885	05/31/2007	WS-49	L
Date Closed:	07/09/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Lake	Customer Phone:	(386)-749-2022	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
GLEN STIMPSON		737159W	AQUA UTILITIES FLORIDA, INC.	WS881	05/24/2007	WB-49	L
Date Closed:	07/18/2007	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	33.57	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
HOWARD HURST		737211W	AQUA UTILITIES FLORIDA, INC.	WS883	05/24/2007	WB-49	L
Date Closed:	06/28/2007	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-863-1356	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
CHARLENE JONES		737481W	AQUA UTILITIES FLORIDA, INC.	WS884	05/29/2007	WB-51	L
Date Closed:	09/04/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(863)-696-2115	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
ARLENE BLAKE		737596W	AQUA UTILITIES FLORIDA, INC.	WS688	05/30/2007	WB-49	L
Date Closed:	08/28/2007	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-378-4599	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
WEBB EPPERSON		737707W	AQUA UTILITIES FLORIDA, INC.	WS886	05/30/2007	GI-05	T
Date Closed:	11/28/2007	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-977-4709	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
MARGARET MAGSAM		737874W	AQUA UTILITIES FLORIDA, INC.	WS885	05/31/2007	WS-49	L
Date Closed:	07/09/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Lake	Customer Phone:	(386)-749-2022	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	TERESA OTERO	738140W	AQUA UTILITIES FLORIDA, INC.	WS768	06/04/2007	WB-49	L
Date Closed:	07/13/2007	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Sumter	Customer Phone:	(352)-793-2143	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	JASON CONRAD	738220W	AQUA UTILITIES FLORIDA, INC.	WU787	06/04/2007	WS-50	L
Date Closed:	07/18/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Palm Beach	Customer Phone:	(561)-201-4196	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	BLAIN MUSTAIN	738239W	AQUA UTILITIES FLORIDA, INC.	WS886	06/04/2007	WB-50	L
Date Closed:	07/31/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-977-8277	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	HAROLD F MILLER	738620W	AQUA UTILITIES FLORIDA, INC.	WS688	06/06/2007	GI-99	L
Date Closed:	08/14/2007	Assigned Analyst:	RCA	Closed Analyst:	RANDY ROLAND		
Service/Billing:	B	Savings:	0.00	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	NANCY HUNT	738622W	AQUA UTILITIES FLORIDA, INC.	WS887	06/06/2007	WB-49	L
Date Closed:	08/01/2007	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(386)-749-2870	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	JOHN DE LISA	738999W	AQUA UTILITIES FLORIDA, INC.	WS880	06/11/2007	WB-49	L
Date Closed:	07/20/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(863)-655-1865	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	PATRICIA CULLINAN	739607W	AQUA UTILITIES FLORIDA, INC.	WS883	06/15/2007	WB-49	L
Date Closed:	08/31/2007	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	583.43	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-505-9572	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	JAMES KNAUFF	739830W	AQUA UTILITIES FLORIDA, INC.	WS880	06/18/2007	WB-04	L
Date Closed:	09/27/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(863)-655-4044	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	RIVERBEND CONDO ASSOCIATION	740100W	AQUA UTILITIES FLORIDA, INC.	WS885	06/20/2007	GI-25	L
Date Closed:	08/23/2007	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	10564.63	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Putnam	Customer Phone:	(386)-467-2900	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	CELISSE LUKA	740694W	AQUA UTILITIES FLORIDA, INC.	WS883	06/25/2007	WS-50	L
Date Closed:	07/30/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Pasco	Customer Phone:	(727)-488-5923	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	BRIAN CAUDILL	740812W	AQUA UTILITIES FLORIDA, INC.	WS886	06/26/2007	WB-49	L
Date Closed:	08/07/2007	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-222-532	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	MELINDA PEREZ	740831W	AQUA UTILITIES FLORIDA, INC.	WS883	06/26/2007	WS-49	L
Date Closed:	08/16/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Pasco	Customer Phone:	(813)-789-7161	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	CHIVANNE BINDER	741238W	AQUA UTILITIES FLORIDA, INC.	WS886	06/29/2007	WS-49	T
Date Closed:	08/07/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	QUALITY OF SERVICE
County:	Seminole	Customer Phone:	(407)-359-3689	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	CLEDES SMITH	741492W	AQUA UTILITIES FLORIDA, INC.	WS883	07/02/2007	WS-49	L
Date Closed:	08/17/2007	Assigned Analyst:	MARGARITA	Closed Analyst:	MARGARITA		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Pasco	Customer Phone:	(513)-752-6939	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	DOLORES GILMARTIN	741513W	AQUA UTILITIES FLORIDA, INC.	WS883	07/02/2007	WB-49	L
Date Closed:	08/07/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-861-0352	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	HERBERT ERNSTMEYER	741629W	AQUA UTILITIES FLORIDA, INC.	WS888	07/03/2007	WB-49	L
Date Closed:	10/18/2007	Assigned Analyst:	MARGARITA	Closed Analyst:	MARGARITA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Washington	Customer Phone:	(850)-773-2840	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	CAROL D CLARKE	741769W	AQUA UTILITIES FLORIDA, INC.	WU882	07/03/2007	WB-49	L
Date Closed:	08/07/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	ALICIA SCHEUER	741874W	AQUA UTILITIES FLORIDA, INC.	WS688	07/05/2007	GI-05	L
Date Closed:	08/10/2007	Assigned Analyst:	KATE SMITH	Closed Analyst:	KATE SMITH		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER DISCONNECTS
County:	Alachua	Customer Phone:	(352)-505-3333	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
DON STAUSS		741943W	AQUA UTILITIES FLORIDA, INC.	WU174	07/06/2007	WS-49	L
Date Closed:	08/23/2007	Assigned Analyst:	SHIRLEY STOKES	Closed Analyst:	SHIRLEY STOKES		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Marion	Customer Phone:	(352)-624-1462	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
NANCY DIAZ		742187W	AQUA UTILITIES FLORIDA, INC.	WS886	07/09/2007	WB-49	L
Date Closed:	08/17/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-971-0247	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
JERRY MASON		742218W	AQUA UTILITIES FLORIDA, INC.	WS880	07/10/2007	WB-51	L
Date Closed:	10/15/2007	Assigned Analyst:	JOHN PLESCOW	Closed Analyst:	JOHN PLESCOW		
Service/Billing:	B	Savings:	271.22	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(863)-465-0418	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
ROBERT GILLER		742335W	AQUA UTILITIES FLORIDA, INC.	WS880	07/10/2007	WB-51	L
Date Closed:	11/15/2007	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
GEORGE MONTGOMERY		742412W	AQUA UTILITIES FLORIDA, INC.	WS886	07/11/2007	GI-30	T
Date Closed:	08/17/2007	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	QUALITY OF SERVICE
County:	Seminole	Customer Phone:	() -	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
JOANN HIGBIE		742424W	AQUA UTILITIES FLORIDA, INC.	WU174	07/11/2007	WB-51	L
Date Closed:	11/19/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	424.31	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:	(352)-598-2948	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
ADAM SHIFFLETT		742773W	AQUA UTILITIES FLORIDA, INC.	WS888	07/13/2007	GI-25	T
Date Closed:	08/17/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Washington	Customer Phone:	(850)-773-3699	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
R.C. HAMMONDS		742833W	AQUA UTILITIES FLORIDA, INC.	WS883	07/13/2007	GI-25	T
Date Closed:	08/17/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-860-4194	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
RICHARD & ALYCE NALLI		742844W	AQUA UTILITIES FLORIDA, INC.	WS688	07/13/2007	GI-25	T
Date Closed:	08/17/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
KEN HOWE		742926W	AQUA UTILITIES FLORIDA, INC.	WS883	07/16/2007	WS-49	L
Date Closed:	08/30/2007	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	QUALITY OF SERVICE
County:	Pasco	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
BRUCE BEAL		743052W	AQUA UTILITIES FLORIDA, INC.	WS886	07/16/2007	GI-30	T
Date Closed:	08/20/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	S	Savings:	818.75	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Seminole	Customer Phone:	(407)-366-9646	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
SHARON FERRIS		743053W	AQUA UTILITIES FLORIDA, INC.	WS883	07/16/2007	GI-25	T
Date Closed:	08/20/2007	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	DAVID HURWITCH	743140W.	AQUA UTILITIES FLORIDA, INC.	WS886	07/17/2007	GI-25	T
Date Closed:	08/28/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	WALTER WALZ	743171W	AQUA UTILITIES FLORIDA, INC.	WS880	07/17/2007	WS-49	T
Date Closed:	08/30/2007	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Highlands	Customer Phone:	(954)-492-5091	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
	ROBERT THOMPSON	743208W	AQUA UTILITIES FLORIDA, INC.	WS880	07/17/2007	GI-16	T
Date Closed:	08/23/2007	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Highlands	Customer Phone:	(863)-655-3264	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	JENNIFER WINTON	743310W	AQUA UTILITIES FLORIDA, INC.	WU174	07/18/2007	WS-49	L
Date Closed:	08/27/2007	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	S	Savings:	76.02	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Marion	Customer Phone:	(352)-427-3846	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
	RON MCKAY	743819W	AQUA UTILITIES FLORIDA, INC.	WS886	07/23/2007	GI-30	T
Date Closed:	08/29/2007	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Seminole	Customer Phone:	(321)-415-2221	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	LISA MONCION	744138W	AQUA UTILITIES FLORIDA, INC.	WS886	07/25/2007	GI-30	T
Date Closed:	09/20/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	QUALITY OF SERVICE
County:	Seminole	Customer Phone:	(407)-375-1194	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
PATRICIA DEASE		744276W	AQUA UTILITIES FLORIDA, INC.	WS880	07/26/2007	WS-49	L
Date Closed:	09/28/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Highlands	Customer Phone:	(863)-655-5393	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
HOWARD E HURST		744312W	AQUA UTILITIES FLORIDA, INC.	WS883	07/26/2007	WS-49	L
Date Closed:	10/08/2007	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Pasco	Customer Phone:	(727)-863-1356	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
VINCE MONTGOMERY		744341W	AQUA UTILITIES FLORIDA, INC.	WS886	07/26/2007	WB-49	L
Date Closed:	09/28/2007	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-716-0176	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
THERESA PESANTES		744519W	AQUA UTILITIES FLORIDA, INC.	WS883	07/27/2007	WB-49	L
Date Closed:	09/14/2007	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-847-8194	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
DONNA COWLES		744681W	AQUA UTILITIES FLORIDA, INC.	WS885	07/30/2007	WB-50	L
Date Closed:	10/17/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Putnam	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
JANE RUGGIERO		744783W	AQUA UTILITIES FLORIDA, INC.	WS883	07/31/2007	WS-49	L
Date Closed:	09/27/2007	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	QUALITY OF SERVICE
County:	Pasco	Customer Phone:	(727)-861-7097	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	MARLENE FENGARINAS	744950W	AQUA UTILITIES FLORIDA, INC.	WS883	08/01/2007	WB-14	L
Date Closed:	09/25/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	15.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-869-1916	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	ANDREW YUHAS	745255W	AQUA UTILITIES FLORIDA, INC.	WS883	08/02/2007	WS-50	L
Date Closed:	09/11/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	348.88	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Pasco	Customer Phone:	(727)-862-3049	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	JASON CONRAD	745541W	AQUA UTILITIES FLORIDA, INC.	WU787	08/06/2007	WB-49	L
Date Closed:	10/30/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Palm Beach	Customer Phone:	(561)-201-4196	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	JANICE MCKART	745558W	AQUA UTILITIES FLORIDA, INC.	WS688	08/06/2007	WS-50	L
Date Closed:	09/24/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Alachua	Customer Phone:	(352)-224-5549	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	VICTORIA IRWIN	745828W	AQUA UTILITIES FLORIDA, INC.	WS886	08/07/2007	WB-49	L
Date Closed:	09/26/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-542-6658	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	MARY FONTAINE	745860W	AQUA UTILITIES FLORIDA, INC.	WS881	08/08/2007	GI-05	T
Date Closed:	12/20/2007	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	S	Savings:	173.50	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Lake	Customer Phone:	(352)-742-7119	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
GORDON JOHNSTON		745943W	AQUA UTILITIES FLORIDA, INC.	WUI74	08/08/2007	WS-49	L
Date Closed:	11/28/2007	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	S	Savings:	194.99	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Marion	Customer Phone:	(352)-624-4064	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
CLYDE YAIST		746288W	AQUA UTILITIES FLORIDA, INC.	WS884	08/10/2007	GI-05	L
Date Closed:	10/04/2007	Assigned Analyst:	KATE SMITH	Closed Analyst:	KATE SMITH		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(863)-666-3726	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
HALLEY BISHOPE		746303W	AQUA UTILITIES FLORIDA, INC.	WUI74	08/10/2007	WB-49	L
Date Closed:	09/25/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:	(352)-622-8760	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
RUSSELL MOYER		746391W	AQUA UTILITIES FLORIDA, INC.	WS881	08/13/2007	WB-49	L
Date Closed:	10/25/2007	Assigned Analyst:	MARGARITA	Closed Analyst:	MARGARITA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-759-2533	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
MARY WALLS		746783W	AQUA UTILITIES FLORIDA, INC.	SU821	08/15/2007	GI-16	L
Date Closed:	09/19/2007	Assigned Analyst:	LEROY RASBERRY	Closed Analyst:	LEROY RASBERRY		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Pasco	Customer Phone:	(813)-788-1721	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
BOBBY LLOYD		747478W	AQUA UTILITIES FLORIDA, INC.	SU821	08/21/2007	GI-25	T
Date Closed:	09/25/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	6.99	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-343-8643	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
EDWIN & NORMA PARDO		747488W	AQUA UTILITIES FLORIDA, INC.	WS886	08/21/2007	WB-51	L
Date Closed:	09/25/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-MAIL	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(409)-359-7780	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
BETSY BIGELOW		748039W	AQUA UTILITIES FLORIDA, INC.	WS688	08/24/2007	WB-49	L
Date Closed:	10/17/2007	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	35.24	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-367-1205	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
PATRICIA POTTER		748122W	AQUA UTILITIES FLORIDA, INC.	WS688	08/24/2007	WS-49	L
Date Closed:	10/09/2007	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	S	Savings:	318.63	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Alachua	Customer Phone:	(352)-377-6060	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
DAVID BERNARDINI		748225W	AQUA UTILITIES FLORIDA, INC.	WS880	08/27/2007	WB-50	L
Date Closed:	10/04/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	112.28	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(863)-465-0387	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
GEORGETTA SWAFFORD		748229W	AQUA UTILITIES FLORIDA, INC.	WS883	08/27/2007	GI-25	T
Date Closed:	10/16/2007	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	0.00	How Received:	E-MAIL	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-863-9015	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
BILLIE JO CREAMER		748256W	AQUA UTILITIES FLORIDA, INC.	WS886	08/27/2007	WB-49	L
Date Closed:	12/11/2007	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	22.17	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-563-3939	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	RANDY BENNETT	748572W	AQUA UTILITIES FLORIDA, INC.	WS880	08/28/2007	WS-50	L
Date Closed:	10/04/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Highlands	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	NEZHA AKHIYAT	749120W	AQUA UTILITIES FLORIDA, INC.	WS885	08/31/2007	GI-30	T
Date Closed:	10/18/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Putnam	Customer Phone:	(386)-328-6331	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	LESLIE AYERS	749210W	AQUA UTILITIES FLORIDA, INC.	WU882	09/04/2007	GI-05	T
Date Closed:	10/09/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	S	Savings:	0.00	How Received:	FAX	Preliminary Type:	QUALITY OF SERVICE
County:	Marion	Customer Phone:	(352)-368-7982	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	PATRICIA MCKENNA	749214W	AQUA UTILITIES FLORIDA, INC.	WU882	09/04/2007	NJ-06	L
Date Closed:	09/05/2007	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEAL FORSMAN		
Service/Billing:	S	Savings:	0.00	How Received:	FAX	Preliminary Type:	QUALITY OF SERVICE
County:	Sarasota	Customer Phone:	(941)-993-5248	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	CYNTHIA LUEDKE	749577W	AQUA UTILITIES FLORIDA, INC.	WS886	09/05/2007	GI-25	T
Date Closed:	10/10/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Seminole	Customer Phone:	(407)-383-5336	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	DOUGLAS CRANDALL	750048W	AQUA UTILITIES FLORIDA, INC.	WU174	09/10/2007	GI-25	T
Date Closed:	12/17/2007	Assigned Analyst:	SHIRLEY STOKES	Closed Analyst:	SHIRLEY STOKES		
Service/Billing:	B	Savings:	866.25	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:	(352)-207-2874	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
VIRGINIA PETERSON		750858W	AQUA UTILITIES FLORIDA, INC.	WS880	09/14/2007	GI-30	T
Date Closed:	10/22/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	MAIL	Preliminary Type:	QUALITY OF SERVICE
County:	Polk	Customer Phone:	(863)-853-8731	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
FLORIDA BIOLOGICAL SERVICES, LLC.		750919W	AQUA UTILITIES FLORIDA, INC.	WS884	09/14/2007	GI-25	T
Date Closed:	10/23/2007	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	0.00	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(863)-644-0655	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
DAVID SCHEFFEL		750990W	AQUA UTILITIES FLORIDA, INC.	WS887	09/17/2007	GI-25	T
Date Closed:	10/23/2007	Assigned Analyst:	SHIRLEY STOKES	Closed Analyst:	SHIRLEY STOKES		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(386)-749-3195	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
THOMAS E MAYO		751013W	AQUA UTILITIES FLORIDA, INC.	WS887	09/17/2007	WB-50	L
Date Closed:	10/25/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	FAX	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(386)-749-1652	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
GUS ALEXAKOS		751311W	AQUA UTILITIES FLORIDA, INC.	WS883	09/18/2007	GI-25	T
Date Closed:	11/14/2007	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	0.00	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(813)-780-2810	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
HOWARD M WATKINS		751894W	AQUA UTILITIES FLORIDA, INC.	WS881	09/21/2007	GI-05	T
Date Closed:	10/18/2007	Assigned Analyst:	JOHN PLESCOW	Closed Analyst:	JOHN PLESCOW		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-253-0198	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
ORLANDO PASQUALE		752221W	AQUA UTILITIES FLORIDA, INC.	WU174	09/25/2007	GI-25	T
Date Closed: 01/10/2008	Assigned Analyst: JOHN PLESCOW			Closed Analyst: JOHN PLESCOW			
Service/Billing: B	Savings: 103.54		How Received: PHONE	Preliminary Type:IMPROPER BILLS			
County: Marion	Customer Phone: (352)-237-1040		Sent To Company: Y	Apparent Rule Violation: N	PSA:		
HAZELLA WHITE		752894W	AQUA UTILITIES FLORIDA, INC.	WS688	10/01/2007	GI-25	T
Date Closed: 11/30/2007	Assigned Analyst: MARIA DELGADO			Closed Analyst: MARIA DELGADO			
Service/Billing: S	Savings: 118.73		How Received: PHONE	Preliminary Type:QUALITY OF SERVICE			
County: Alachua	Customer Phone: (352)-392-6216		Sent To Company: Y	Apparent Rule Violation: N	PSA:		
MARY LAHNERS		752964W	AQUA UTILITIES FLORIDA, INC.	WS880	10/01/2007	GI-30	T
Date Closed: 11/05/2007	Assigned Analyst: LUCILLE ALFORD			Closed Analyst: LUCILLE ALFORD			
Service/Billing: S	Savings: 0.00		How Received: PHONE	Preliminary Type:QUALITY OF SERVICE			
County: Highlands	Customer Phone: (863)-655-0112		Sent To Company: Y	Apparent Rule Violation: N	PSA:		
LAWRENCE CARUSO		753472W	AQUA UTILITIES FLORIDA, INC.	WS688	10/03/2007	GI-25	T
Date Closed: 12/31/2007	Assigned Analyst: MARIA DELGADO			Closed Analyst: MARIA DELGADO			
Service/Billing: B	Savings: 197.09		How Received: PHONE	Preliminary Type:IMPROPER BILLS			
County: Alachua	Customer Phone: (352)-338-1997		Sent To Company: Y	Apparent Rule Violation: N	PSA:		
KENNETH DUNCAN		753520W	AQUA UTILITIES FLORIDA, INC.	WS883	10/04/2007	GI-31	T
Date Closed: 11/21/2007	Assigned Analyst: LUCILLE ALFORD			Closed Analyst: LUCILLE ALFORD			
Service/Billing: S	Savings: 0.00		How Received: PHONE	Preliminary Type:QUALITY OF SERVICE			
County: Pasco	Customer Phone: (727)-378-4252		Sent To Company: Y	Apparent Rule Violation: N	PSA:		
CAROL FALLIER		753852W	AQUA UTILITIES FLORIDA, INC.	WS881	10/08/2007	WB-22	T
Date Closed: 11/16/2007	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: B	Savings: 71.32		How Received: E-FORM	Preliminary Type:IMPROPER BILLS			
County: Lake	Customer Phone: (352)-742-2875		Sent To Company: Y	Apparent Rule Violation: Y	PSA:		

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
EVELYN DICKINSON		753991W	AQUA UTILITIES FLORIDA, INC.	WS881	10/08/2007	WB-04	T
Date Closed:	02/01/2008	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	558.08	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-742-2517	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
DEBORAH TAUBE		754231W	AQUA UTILITIES FLORIDA, INC.	WS688	10/10/2007	GI-25	T
Date Closed:	11/16/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	50.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-372-4129	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
JOHN & SHARON MERRITT		754615W	AQUA UTILITIES FLORIDA, INC.	WS881	10/12/2007	GI-25	T
Date Closed:	12/26/2007	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	140.78	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(951)-685-3683	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
PATRICIA DEASE		754623W	AQUA UTILITIES FLORIDA, INC.	WS880	10/12/2007	GI-25	T
Date Closed:	12/14/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	S	Savings:	593.97	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Highlands	Customer Phone:	(863)-655-5393	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
RICHARD BOYER		755288W	AQUA UTILITIES FLORIDA, INC.	WS880	10/18/2007	GI-30	T
Date Closed:	11/26/2007	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	S	Savings:	0.00	How Received:	MAIL	Preliminary Type:	REPAIR
County:	Lake	Customer Phone:	(352)-787-4229	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
JOSE PEREZ		755486W	AQUA UTILITIES FLORIDA, INC.	WU787	10/19/2007	GI-25	T
Date Closed:	11/29/2007	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	171.70	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Palm Beach	Customer Phone:	(561)-533-5352	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
HAROLD MILLER		755844W	AQUA UTILITIES FLORIDA, INC.	WS881	10/23/2007	GI-25	T
Date Closed:	11/27/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	B	Savings:	0.00	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
NANCY EVANS		755882W	AQUA UTILITIES FLORIDA, INC.	WS886	10/23/2007	GI-02	T
Date Closed:	10/23/2007	Assigned Analyst:	BRIAN BILAL	Closed Analyst:	BRIAN BILAL		
Service/Billing:	S	Savings:	0.00	How Received:	E-TRANSF	Preliminary Type:	QUALITY OF SERVICE
County:	Seminole	Customer Phone:	(407)-760-1697	Sent To Company:	N	Apparent Rule Violation:	N PSA:
RICHARD COX		756197W	AQUA UTILITIES FLORIDA, INC.	WS881	10/24/2007	WB-49	L
Date Closed:	11/28/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-787-7308	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
MAXIE HASSLER		756280W	AQUA UTILITIES FLORIDA, INC.	WS880	10/25/2007	GI-25	T
Date Closed:	11/30/2007	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	135.11	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(863)-465-1729	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
SCOTT SINCLAIR		757789W	AQUA UTILITIES FLORIDA, INC.	WS886	11/06/2007	GI-25	T
Date Closed:	12/14/2007	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	S	Savings:	128.48	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Seminole	Customer Phone:	(407)-432-4841	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
PHILIP SCHMIDT		758369W	AQUA UTILITIES FLORIDA, INC.	WS880	11/13/2007	WB-50	T
Date Closed:	12/26/2007	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(863)-699-6676	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	FRANK VARA	758373W	AQUA UTILITIES FLORIDA, INC.	WS880	11/13/2007	WB-49	L
Date Closed:	12/19/2007	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	135.18	How Received:	E-FORM Preliminary Type:IMPROPER BILLS		
County:	Highlands	Customer Phone:	(863)-699-9794	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	EARL KENSER	758449W	AQUA UTILITIES FLORIDA, INC.	WS880	11/13/2007	GI-25	T
Date Closed:	02/20/2008	Assigned Analyst:	KATE SMITH	Closed Analyst:	KATE SMITH		
Service/Billing:	S	Savings:	119.42	How Received:	PHONE Preliminary Type:QUALITY OF SERVICE		
County:	Highlands	Customer Phone:	(309)-699-0918	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	JEFFORY TARR	758719W	AQUA UTILITIES FLORIDA, INC.	WS886	11/15/2007	GI-28	T
Date Closed:	12/21/2007	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE Preliminary Type:IMPROPER DISCONNECTS		
County:	Seminole	Customer Phone:	(407)-366-4147	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	MICHAEL LACROIX	758946W	AQUA UTILITIES FLORIDA, INC.	WS880	11/16/2007	GI-30	T
Date Closed:	02/14/2008	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE Preliminary Type:QUALITY OF SERVICE		
County:	Highlands	Customer Phone:	(863)-381-2526	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	CARLOS NUNEZ	759167W	AQUA UTILITIES FLORIDA, INC.	WS883	11/19/2007	WS-23	T
Date Closed:	12/26/2007	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE Preliminary Type:IMPROPER BILLS		
County:	Pasco	Customer Phone:	(727)-204-7261	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	EDITH L SPIELBAUER	759611W	AQUA UTILITIES FLORIDA, INC.	WS880	11/26/2007	GI-30	T
Date Closed:	07/24/2008	Assigned Analyst:	JOHN PLESCOW	Closed Analyst:	JOHN PLESCOW		
Service/Billing:	B	Savings:	223.30	How Received:	MAIL Preliminary Type:IMPROPER BILLS		
County:	Highlands	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	TANIS MEGAN	759894W	AQUA UTILITIES FLORIDA, INC.	WS886	11/28/2007	GI-25	T
Date Closed:	01/07/2008	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(321)-348-3336	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	ROBYN ZEIGER	759898W	AQUA UTILITIES FLORIDA, INC.	WS886	11/28/2007	GI-16	T
Date Closed:	01/02/2008	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-359-2901	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	JAMES NAPPI	760595W	AQUA UTILITIES FLORIDA, INC.	WS881	12/04/2007	GI-25	T
Date Closed:	01/17/2008	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	92.80	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-753-7075	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	JANIS DUNN	760629W	AQUA UTILITIES FLORIDA, INC.	WS886	12/04/2007	GI-25	T
Date Closed:	01/11/2008	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	279.18	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-907-9006	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	EDWARD E HEADINGTON	761076W	AQUA UTILITIES FLORIDA, INC.	WS884	12/06/2007	GI-25	T
Date Closed:	02/07/2008	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	0.00	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(863)-853-3448	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	MATTHEW JONES	761497W	AQUA UTILITIES FLORIDA, INC.	WS886	12/11/2007	GI-03	T
Date Closed:	02/13/2008	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-366-4429	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	CHARLES SUGGS	761516W	AQUA UTILITIES FLORIDA, INC.	WS888	12/11/2007	WS-51	T
Date Closed:	01/31/2008	Assigned Analyst:	SHIRLEY STOKES	Closed Analyst:	SHIRLEY STOKES		
Service/Billing:	S	Savings:	489.84	How Received:	PHONE	Preliminary Type:	REPAIR
County:	Washington	Customer Phone:	(850)-773-5508	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	STACY ZINSMEISTER	761524W	AQUA UTILITIES FLORIDA, INC.	WS883	12/11/2007	GI-25	T
Date Closed:	01/23/2008	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	15.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-378-4270	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	DALLAS TWIFORD	761885W	AQUA UTILITIES FLORIDA, INC.	WS886	12/13/2007	GI-30	T
Date Closed:	02/04/2008	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	342.71	How Received:	E-FORM	Preliminary Type:	QUALITY OF SERVICE
County:	Seminole	Customer Phone:	(407)-366-6582	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	GEORGE TRUMAN	762072W	AQUA UTILITIES FLORIDA, INC.	WS798	12/14/2007	GI-25	T
Date Closed:	01/23/2008	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	DeSoto	Customer Phone:	(941)-764-8815	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	JAMES STAMFORD	762180W	AQUA UTILITIES FLORIDA, INC.	WS688	12/17/2007	GI-25	T
Date Closed:	01/22/2008	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-213-1962	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	NEIL WHIPPLE	762373W	AQUA UTILITIES FLORIDA, INC.	WS880	12/18/2007	WB-49	L
Date Closed:	01/31/2008	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(863)-441-4848	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	DOROTHY FALK	762795W	AQUA UTILITIES FLORIDA, INC.	WS883	12/24/2007	WB-49	L
	Date Closed: 02/05/2008	Assigned Analyst: MARIA DELGADO		Closed Analyst: MARIA DELGADO			
	Service/Billing: B	Savings: 347.02		How Received: MAIL		Preliminary Type:IMPROPER BILLS	
	County: Pasco	Customer Phone:		Sent To Company: Y		Apparent Rule Violation: Y	PSA:
	NANCY EVANS	762813W	AQUA UTILITIES FLORIDA, INC.	WS886	12/24/2007	GI-25	T
	Date Closed: 05/28/2008	Assigned Analyst: JOHN PLESCOW		Closed Analyst: JOHN PLESCOW			
	Service/Billing: B	Savings: 0.00		How Received: E-FORM		Preliminary Type:IMPROPER BILLS	
	County: Seminole	Customer Phone: (407)-359-0290		Sent To Company: Y		Apparent Rule Violation: N	PSA:
	ANDREW YUHAS	762958W	AQUA UTILITIES FLORIDA, INC.	WS883	12/27/2007	GI-30	T
	Date Closed: 03/31/2008	Assigned Analyst: SHONNA MCCRAY		Closed Analyst: SHONNA MCCRAY			
	Service/Billing: S	Savings: 0.00		How Received: PHONE		Preliminary Type:QUALITY OF SERVICE	
	County: Pasco	Customer Phone: (727)-862-3049		Sent To Company: Y		Apparent Rule Violation: N	PSA:
SSC	Total Cases: 185					SSC	Total Savings: 21986.76
	Total Cases: 193						Total Savings: 22053.72

10/22/2008

**FLORIDA PUBLIC SERVICE COMMISSION
COMPLAINTS QUERY REPORT**



Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
SSC							
	KENNETH KLUTEDY	764221W	AQUA UTILITIES FLORIDA, INC.	WS880	01/08/2008	GI-25	T
	Date Closed: 02/15/2008	Assigned Analyst: MARIA DELGADO		Closed Analyst: MARIA DELGADO			
	Service/Billing: B	Savings: 82.56		How Received: PHONE		Preliminary Type:IMPROPER BILLS	
	County: Highlands	Customer Phone: (863)-385-0237	Sent To Company: Y	Apparent Rule Violation: N		PSA:	
	CHERYL EGGER	765468W	AQUA UTILITIES FLORIDA, INC.	WS886	01/18/2008	GI-25	T
	Date Closed: 02/22/2008	Assigned Analyst: MARIA DELGADO		Closed Analyst: MARIA DELGADO			
	Service/Billing: B	Savings: 0.00		How Received: E-FORM		Preliminary Type:IMPROPER BILLS	
	County: Seminole	Customer Phone: (407)-366-9799	Sent To Company: Y	Apparent Rule Violation: N		PSA:	
	MARIA NORDBY	766495W	AQUA UTILITIES FLORIDA, INC.	WS883	01/29/2008	WB-04	T
	Date Closed: 02/19/2008	Assigned Analyst: ELLEN PLENDL		Closed Analyst: ELLEN PLENDL			
	Service/Billing: B	Savings: 30.00		How Received: E-MAIL		Preliminary Type:IMPROPER BILLS	
	County: Pasco	Customer Phone: (727)-504-4132	Sent To Company: Y	Apparent Rule Violation: Y		PSA:	
	CHRIS/BRANDY ENNIS	766530W	AQUA UTILITIES FLORIDA, INC.	WS885	01/29/2008	GI-29	T
	Date Closed: 03/04/2008	Assigned Analyst: SHONNA MCCRAY		Closed Analyst: SHONNA MCCRAY			
	Service/Billing: S	Savings: 0.00		How Received: PHONE		Preliminary Type:DELAY IN CONNECTION	
	County: Putnam	Customer Phone: (386)-329-1970	Sent To Company: Y	Apparent Rule Violation: N		PSA:	
	MICHAEL MCLAURIN	767310W	AQUA UTILITIES FLORIDA, INC.	WS884	02/05/2008	WB-04	T
	Date Closed: 07/25/2008	Assigned Analyst: ELLEN PLENDL		Closed Analyst: ELLEN PLENDL			
	Service/Billing: B	Savings: 5.00		How Received: E-FORM		Preliminary Type:IMPROPER BILLS	
	County: Polk	Customer Phone: (321)-299-3606	Sent To Company: Y	Apparent Rule Violation: Y		PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
EUGENE T SULLIVAN		767716W	AQUA UTILITIES FLORIDA, INC.	WS881	02/08/2008	GI-25	T
Date Closed:	03/14/2008	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-326-2312	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
GERALD CARNEY		767760W	AQUA UTILITIES FLORIDA, INC.	WS798	02/08/2008	GI-25	T
Date Closed:	03/21/2008	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	B	Savings:	94.10	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	DeSoto	Customer Phone:	(941)-743-0158	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
D.H. WALKER		768189W	AQUA UTILITIES FLORIDA, INC.	WS881	02/13/2008	GI-30	T
Date Closed:	04/07/2008	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Lake	Customer Phone:	(352)-343-8917	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
GENEVA TOLASSI		768390W	AQUA UTILITIES FLORIDA, INC.	WS881	02/14/2008	GI-30	T
Date Closed:	03/21/2008	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	56.68	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Lake	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
TOM BUIE		768735W	AQUA UTILITIES FLORIDA, INC.	WS880	02/19/2008	GI-25	L
Date Closed:	08/27/2008	Assigned Analyst:	LEROY RASBERRY	Closed Analyst:	LEROY RASBERRY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(814)-434-3340	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
DAVID MURDOCK		768752W	AQUA UTILITIES FLORIDA, INC.	WS883	02/19/2008	GI-25	T
Date Closed:	03/25/2008	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	189.72	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	ANNETTE MUCKLE	768765W	AQUA UTILITIES FLORIDA, INC.	WS883	02/19/2008		
Date Closed:	/ /	Assigned Analyst:	JOHN PLESCOW	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-277-2403	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	GEORGE WEHMEYER	768781W	AQUA UTILITIES FLORIDA, INC.	WS688	02/19/2008	WB-51	L
Date Closed:	03/27/2008	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	100.00	How Received:	PHONE	Preliminary Type:	DEPOSIT
County:	Alachua	Customer Phone:	(507)-836-8695	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	GARY GIBBS	768784W	AQUA UTILITIES FLORIDA, INC.	WS883	02/19/2008	GI-30	T
Date Closed:	03/27/2008	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Pasco	Customer Phone:	(727)-379-3626	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	ALLEN HERROD	768896W	AQUA UTILITIES FLORIDA, INC.	WS884	02/20/2008	GI-30	T
Date Closed:	07/11/2008	Assigned Analyst:	SHIRLEY STOKES	Closed Analyst:	SHIRLEY STOKES		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(863)-679-8865	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	ROBERT SMITH	768967W	AQUA UTILITIES FLORIDA, INC.	WS881	02/20/2008	WB-03	L
Date Closed:	04/09/2008	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	424.08	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-552-7750	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	FRANK BARBARO	769102W	AQUA UTILITIES FLORIDA, INC.	WS881	02/21/2008	GI-25	T
Date Closed:	03/28/2008	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	B	Savings:	32.70	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-455-6219	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
DIANNE KROHMER		769465W	AQUA UTILITIES FLORIDA, INC.	WS883	02/25/2008	GI-25	T
Date Closed: 04/11/2008	Assigned Analyst: KAULLIS MARSHALL			Closed Analyst: KAULLIS MARSHALL			
Service/Billing: B	Savings: 0.00			How Received: PHONE	Preliminary Type:IMPROPER BILLS		
County: Pasco	Customer Phone:		Sent To Company: Y	Apparent Rule Violation: N	PSA:		
DAYAS CUSTOM AUTOS INC.		769889W	AQUA UTILITIES FLORIDA, INC.	WS886	02/28/2008		
Date Closed: / /	Assigned Analyst: MARIA DELGADO			Closed Analyst:			
Service/Billing: B	Savings: 1312.19			How Received: E-FORM	Preliminary Type:IMPROPER BILLS		
County: Seminole	Customer Phone: (407)-616-5815		Sent To Company: Y	Apparent Rule Violation: N	PSA:		
DALE PETERSON		769907W	AQUA UTILITIES FLORIDA, INC.	WS880	02/28/2008	GI-25	T
Date Closed: 05/05/2008	Assigned Analyst: MARIA DELGADO			Closed Analyst: MARIA DELGADO			
Service/Billing: B	Savings: 0.00			How Received: PHONE	Preliminary Type:IMPROPER BILLS		
County: Highlands	Customer Phone: (863)-699-1109		Sent To Company: Y	Apparent Rule Violation: N	PSA:		
BRYAN BURLESON		770034W	AQUA UTILITIES FLORIDA, INC.	WU174	02/29/2008	GI-25	T
Date Closed: 06/24/2008	Assigned Analyst: VIOLET FARIA			Closed Analyst: VIOLET FARIA			
Service/Billing: B	Savings: 138.29			How Received: PHONE	Preliminary Type:IMPROPER BILLS		
County: Marion	Customer Phone: (352)-347-8865		Sent To Company: Y	Apparent Rule Violation: N	PSA:		
SANDRA SILVERMAN		770161W	AQUA UTILITIES FLORIDA, INC.	WS688	02/29/2008	WB-51	T
Date Closed: 05/16/2008	Assigned Analyst: SHIRLEY STOKES			Closed Analyst: SHIRLEY STOKES			
Service/Billing: B	Savings: 0.00			How Received: PHONE	Preliminary Type:IMPROPER BILLS		
County: Alachua	Customer Phone:		Sent To Company: Y	Apparent Rule Violation: Y	PSA:		
RICHARD DYER		770180W	AQUA UTILITIES FLORIDA, INC.	WU879	03/03/2008	GI-26	T
Date Closed: 04/17/2008	Assigned Analyst: KAULLIS MARSHALL			Closed Analyst: KAULLIS MARSHALL			
Service/Billing: B	Savings: 53.55			How Received: E-FORM	Preliminary Type:IMPROPER BILLS		
County: Brevard	Customer Phone: (321)-501-1509		Sent To Company: Y	Apparent Rule Violation: N	PSA:		

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	CHRISTINA RYTTING	770268W	AQUA UTILITIES FLORIDA, INC.	WS883	03/03/2008	GI-25	T
Date Closed:	04/09/2008	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-378-4792	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	LUCY HALL	770294W	AQUA UTILITIES FLORIDA, INC.	WS880	03/03/2008	WB-50	T
Date Closed:	04/08/2008	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(863)-446-2155	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	KRISTIE TORUNO	770338W	AQUA UTILITIES FLORIDA, INC.	WS886	03/03/2008	GI-25	T
Date Closed:	06/19/2008	Assigned Analyst:	JOHN PLESCOW	Closed Analyst:	JOHN PLESCOW		
Service/Billing:	B	Savings:	1429.57	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-366-5212	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	JEFFREY TARR	770396W	AQUA UTILITIES FLORIDA, INC.	WS886	03/04/2008	GI-28	T
Date Closed:	04/22/2008	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER DISCONNECTS
County:	Seminole	Customer Phone:	(407)-362-8107	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	ANNAMAE HARRISON	770644W	AQUA UTILITIES FLORIDA, INC.	WS883	03/05/2008	GI-30	T
Date Closed:	04/23/2008	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	B	Savings:	69.64	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(813)-788-0370	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	CHRISTEN CASTRO	770700W	AQUA UTILITIES FLORIDA, INC.	WS886	03/05/2008	GI-25	T
Date Closed:	05/01/2008	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	2371.38	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
REG ISON		770714W	AQUA UTILITIES FLORIDA, INC.	WS688	03/05/2008	GI-25	T
Date Closed:	04/09/2008	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-372-1331	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
LINDA SPARRELL		770880W	AQUA UTILITIES FLORIDA, INC.	WU787	03/07/2008	WB-04	T
Date Closed:	05/30/2008	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Palm Beach	Customer Phone:	(561)-585-0010	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
JEANIE & THOMAS GIRDNER		771077W	AQUA UTILITIES FLORIDA, INC.	WS883	03/10/2008	GI-25	T
Date Closed:	04/14/2008	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-862-6250	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
GEORGE KENNEL		771575W	AQUA UTILITIES FLORIDA, INC.	WS880	03/13/2008	GI-25	T
Date Closed:	07/15/2008	Assigned Analyst:	JOHN PLESCOW	Closed Analyst:	JOHN PLESCOW		
Service/Billing:	B	Savings:	28.71	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(863)-655-3591	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
HARLAND PAULSEN		772506W	AQUA UTILITIES FLORIDA, INC.	WS884	03/21/2008	GI-25	T
Date Closed:	05/16/2008	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	116.25	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(863)-696-2462	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
ANTHONY SMITH		773595W	AQUA UTILITIES FLORIDA, INC.	WS688	04/01/2008	GI-28	T
Date Closed:	05/08/2008	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER DISCONNECTS
County:	Alachua	Customer Phone:	(352)-376-0735	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	MARIE MCCRAY	773708W	AQUA UTILITIES FLORIDA, INC.	WU174	04/02/2008	WB-49	L
Date Closed:	05/30/2008	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:	(352)-362-7364	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	KIM CECIL	773738W	AQUA UTILITIES FLORIDA, INC.	WS688	04/02/2008	GI-25	T
Date Closed:	07/22/2008	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	B	Savings:	246.84	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-343-9056	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	WEDNESDAY HUGUS	773849W	AQUA UTILITIES FLORIDA, INC.	WS886	04/03/2008	WS-50	L
Date Closed:	05/08/2008	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	QUALITY OF SERVICE
County:	Seminole	Customer Phone:	(407)-583-9220	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	RACHEL HARRIS	773881W	AQUA UTILITIES FLORIDA, INC.	WS688	04/03/2008	GI-29	T
Date Closed:	05/22/2008	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	DELAY IN CONNECTION
County:	Alachua	Customer Phone:	(352)-213-3372	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	KIMBERLY JOHNSON	773950W	AQUA UTILITIES FLORIDA, INC.	WS688	04/03/2008	GI-25	T
Date Closed:	05/22/2008	Assigned Analyst:	KAULLIS MARSHALL	Closed Analyst:	KAULLIS MARSHALL		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER DISCONNECTS
County:	Alachua	Customer Phone:	(352)-562-9967	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	YAQOOB VIRANI	773966W	AQUA UTILITIES FLORIDA, INC.	WS886	04/03/2008	GI-25	T
Date Closed:	05/28/2008	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-814-1865	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	DIANNA MARQUIS	774173W	AQUA UTILITIES FLORIDA, INC.	WU879	04/07/2008	WB-04	T
Date Closed:	05/16/2008	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Brevard	Customer Phone:	(321)-269-1566	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
	DOLORES WALKER	774195W	AQUA UTILITIES FLORIDA, INC.	WS880	04/07/2008	GI-25	T
Date Closed:	05/13/2008	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(863)-465-3780	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	JEFF WILLIAMS	775200W	AQUA UTILITIES FLORIDA, INC.	WS886	04/15/2008	GI-25	T
Date Closed:	05/29/2008	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-927-0620	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	LITHER AILOR	775227W	AQUA UTILITIES FLORIDA, INC.	WS880	04/15/2008	GI-30	T
Date Closed:	05/29/2008	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Highlands	Customer Phone:	(863)-699-2381	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	CARLOS NUNEZ	775318W	AQUA UTILITIES FLORIDA, INC.	WS883	04/16/2008	GI-25	T
Date Closed:	05/21/2008	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	194.47	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-204-7261	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	CATHERINE WALKER	775363W	AQUA UTILITIES FLORIDA, INC.	WS883	04/16/2008	GI-30	T
Date Closed:	05/23/2008	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	S	Savings:	17.78	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Pasco	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	SHAUNA EMKEN	775464W	AQUA UTILITIES FLORIDA, INC.	WS883	04/17/2008	WB-03	T
Date Closed:	06/18/2008	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	371.11	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(813)-389-8256	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
	MIKE FLYNN	776099W	AQUA UTILITIES FLORIDA, INC.	WS884	04/23/2008	GI-25	T
Date Closed:	07/10/2008	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	537.55	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(407)-873-2132	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	MELISSA STEINNETT	776237W	AQUA UTILITIES FLORIDA, INC.	WS883	04/24/2008	WS-49	L
Date Closed:	06/02/2008	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Pasco	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
	JANET WEGNER	776548W	AQUA UTILITIES FLORIDA, INC.	WS880	04/28/2008	GI-25	T
Date Closed:	06/10/2008	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(863)-446-2225	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	JOSPEHINE RIVERA	776702W	AQUA UTILITIES FLORIDA, INC.	WS883	04/29/2008	WB-03	L
Date Closed:	07/09/2008	Assigned Analyst:	SHIRLEY STOKES	Closed Analyst:	SHIRLEY STOKES		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-505-7075	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
	BARBARA WALSH	776898W	AQUA UTILITIES FLORIDA, INC.	WS688	04/30/2008	GI-29	T
Date Closed:	06/04/2008	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	15.00	How Received:	PHONE	Preliminary Type:	IMPROPER DISCONNECTS
County:	Alachua	Customer Phone:	(352)-246-2110	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	CLEVELAND MCGILL	777062W	AQUA UTILITIES FLORIDA, INC.	WS688	05/01/2008	GI-25	T
	Date Closed: 06/05/2008	Assigned Analyst: VIOLET FARIA		Closed Analyst: VIOLET FARIA			
	Service/Billing: B	Savings: 0.00		How Received: E-FORM	Preliminary Type:IMPROPER BILLS		
	County: Alachua	Customer Phone: (352)-280-0127	Sent To Company: Y	Apparent Rule Violation: N	PSA:		
	URSULA PEARSON	777345W	AQUA UTILITIES FLORIDA, INC.	WS883	05/05/2008	WB-49	L
	Date Closed: 06/10/2008	Assigned Analyst: VIOLET FARIA		Closed Analyst: VIOLET FARIA			
	Service/Billing: B	Savings: 196.36		How Received: PHONE	Preliminary Type:IMPROPER BILLS		
	County: Pasco	Customer Phone: (813)-715-7166	Sent To Company: Y	Apparent Rule Violation: Y	PSA:		
	THERESA THOMAS	777391W	AQUA UTILITIES FLORIDA, INC.	WS885	05/05/2008	GI-29	T
	Date Closed: 06/10/2008	Assigned Analyst: VIOLET FARIA		Closed Analyst: VIOLET FARIA			
	Service/Billing: S	Savings: 0.00		How Received: PHONE	Preliminary Type:IMPROPER DISCONNECTS		
	County: Putnam	Customer Phone: (386)-244-4212	Sent To Company: Y	Apparent Rule Violation: N	PSA:		
	ANDY MOBERG	777446W	AQUA UTILITIES FLORIDA, INC.	WS886	05/06/2008	WS-49	L
	Date Closed: 06/10/2008	Assigned Analyst: JOHN PLESCOW		Closed Analyst: JOHN PLESCOW			
	Service/Billing: S	Savings: 0.00		How Received: E-FORM	Preliminary Type:IMPROPER DISCONNECTS		
	County: Seminole	Customer Phone: (407)-383-8160	Sent To Company: Y	Apparent Rule Violation: Y	PSA:		
	PAUL BIEBER	778566W	AQUA UTILITIES FLORIDA, INC.	WS883	05/15/2008	GI-25	T
	Date Closed: 06/20/2008	Assigned Analyst: VIOLET FARIA		Closed Analyst: VIOLET FARIA			
	Service/Billing: B	Savings: 0.00		How Received: E-FORM	Preliminary Type:IMPROPER BILLS		
	County: Polk	Customer Phone: (863)-696-3189	Sent To Company: Y	Apparent Rule Violation: N	PSA:		
	CYNTHIA DIEHL	778695W	AQUA UTILITIES FLORIDA, INC.	WS886	05/15/2008	GI-25	T
	Date Closed: 06/23/2008	Assigned Analyst: MARIA DELGADO		Closed Analyst: MARIA DELGADO			
	Service/Billing: B	Savings: 0.00		How Received: E-FORM	Preliminary Type:IMPROPER BILLS		
	County: Seminole	Customer Phone:	Sent To Company: Y	Apparent Rule Violation: N	PSA:		

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
JANET HILL		778985W	AQUA UTILITIES FLORIDA, INC.	WS880	05/19/2008	GI-30	T
Date Closed:	07/02/2008	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Highlands	Customer Phone:	(863)-414-3986	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
WILLIAM BAKER		779174W	AQUA UTILITIES FLORIDA, INC.	WS886	05/20/2008	WB-49	L
Date Closed:	06/30/2008	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	108.98	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
EVELYN SMITH		779555W	AQUA UTILITIES FLORIDA, INC.	WS881	05/22/2008	GI-25	T
Date Closed:	06/24/2008	Assigned Analyst:	SHIRLEY STOKES	Closed Analyst:	SHIRLEY STOKES		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pinellas	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
ANTONIO GUZMAN		779703W	AQUA UTILITIES FLORIDA, INC.	SU821	05/23/2008	GI-99	T
Date Closed:	05/28/2008	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	REPAIR
County:	Lee	Customer Phone:	(239)-369-1648	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
ELLA LEE		779733W	AQUA UTILITIES FLORIDA, INC.	WS688	05/23/2008	WS-49	L
Date Closed:	06/27/2008	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	DELAY IN CONNECTION
County:	Alachua	Customer Phone:	(352)-375-3695	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
JASON ESKEW		780028W	AQUA UTILITIES FLORIDA, INC.	WS886	05/28/2008	GI-25	T
Date Closed:	07/03/2008	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-359-0598	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
W. HOWARD BROWN		780739W	AQUA UTILITIES FLORIDA, INC.	SU821	06/02/2008	GI-30	T
Date Closed:	07/08/2008	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	E-MAIL	Preliminary Type:	QUALITY OF SERVICE
County:	Lee	Customer Phone:	(239)-498-1694	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
JOSEPH DESILETS		780801W	AQUA UTILITIES FLORIDA, INC.	WS883	06/03/2008	GI-25	T
Date Closed:	07/11/2008	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Pasco	Customer Phone:	(727)-808-6222	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
SCOTT & JENNIFE HERRICK		780831W	AQUA UTILITIES FLORIDA, INC.	WS886	06/03/2008	PR-05	T
Date Closed:	08/01/2008	Assigned Analyst:	KATE SMITH	Closed Analyst:	KATE SMITH		
Service/Billing:	B	Savings:	490.75	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-760-6629	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
JOSEPH P STAKUN		781225W	AQUA UTILITIES FLORIDA, INC.	WS883	06/05/2008	WB-04	T
Date Closed:	07/17/2008	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	57.02	How Received:	E-MAIL	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(813)-780-1313	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
EVERETTE FRAZIER		781967W	AQUA UTILITIES FLORIDA, INC.	WS881	06/09/2008	GI-25	T
Date Closed:	07/14/2008	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	103.75	How Received:	E-MAIL	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
WALTER TOMCZAK		782106W	AQUA UTILITIES FLORIDA, INC.	WS881	06/10/2008	GI-25	T
Date Closed:	08/27/2008	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	95.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-787-7450	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	DONALD RAYLE	782387W	AQUA UTILITIES FLORIDA, INC.	WS798	06/11/2008	GI-25	T
Date Closed:	07/18/2008	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	475.34	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	DeSoto	Customer Phone:	(304)-754-5704	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	JOHN PALERMO	782519W	AQUA UTILITIES FLORIDA, INC.	WS883	06/12/2008	GI-25	T
Date Closed:	07/17/2008	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	FAX	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-819-3685	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	DANIEL JABLONSKY	782533W	AQUA UTILITIES FLORIDA, INC.	WS884	06/12/2008	WB-05	T
Date Closed:	09/29/2008	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	77.24	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(863)-696-1309	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	CARMEN AVILES	782828W	AQUA UTILITIES FLORIDA, INC.	WU174	06/16/2008	GI-25	T
Date Closed:	07/24/2008	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:	(352)-274-5059	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	KRISTAN PRISKE	783100W	AQUA UTILITIES FLORIDA, INC.	WS886	06/17/2008	WB-51	L
Date Closed:	08/01/2008	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-977-2730	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	JIM MCGOUGH	783232W	AQUA UTILITIES FLORIDA, INC.	WS883	06/18/2008	GI-25	T
Date Closed:	07/11/2008	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	0.00	How Received:	FAX	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(813)-783-6806	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	MARY MEINKE	783306W	AQUA UTILITIES FLORIDA, INC.	WS884	06/18/2008	GI-25	T
Date Closed:	07/24/2008	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(863)-816-7861	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	LAWRENCE CARUSO	783526W	AQUA UTILITIES FLORIDA, INC.	WS688	06/20/2008	GI-25	T
Date Closed:	07/31/2008	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	4.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-338-1997	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	CHARLES THOMAS	783613W	AQUA UTILITIES FLORIDA, INC.	WS688	06/20/2008	WB-14	T
Date Closed:	09/10/2008	Assigned Analyst:	KATE SMITH	Closed Analyst:	KATE SMITH		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-372-1726	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
	CHARLES LENTZ	783693W	AQUA UTILITIES FLORIDA, INC.	WS883	06/23/2008	GI-25	T
Date Closed:	07/31/2008	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(978)-502-9779	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	MARYANNE WHITE	783901W	AQUA UTILITIES FLORIDA, INC.	WS883	06/24/2008	GI-25	T
Date Closed:	08/13/2008	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	JAMES ALANSKY	784054W	AQUA UTILITIES FLORIDA, INC.	SU821	06/24/2008	GI-25	T
Date Closed:	07/31/2008	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	7.50	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Lee	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
BARRY JONES		784146W	AQUA UTILITIES FLORIDA, INC.	SU821	06/25/2008	GI-25	T
Date Closed:	07/31/2008	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	7.50	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Lee	Customer Phone:	(239)-565-0427	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
KIM BENNER		784362W	AQUA UTILITIES FLORIDA, INC.	WS884	06/26/2008	GI-25	T
Date Closed:	07/31/2008	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	0.00	How Received:	E-MAIL	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(863)-646-5083	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
MARY SHARPE		784446W	AQUA UTILITIES FLORIDA, INC.	WS881	06/26/2008	GI-25	T
Date Closed:	08/05/2008	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	B	Savings:	180.52	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-728-2006	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
GLORIA GLOVER		784791W	AQUA UTILITIES FLORIDA, INC.	WU882	06/30/2008	GI-30	T
Date Closed:	08/04/2008	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Orange	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
RUSSELL HORNE		784801W	AQUA UTILITIES FLORIDA, INC.	WS884	06/30/2008	GI-25	T
Date Closed:	08/04/2008	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(863)-815-7033	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
STANLEY FERGUSON		784854W	AQUA UTILITIES FLORIDA, INC.	WS884	06/30/2008	WB-49	L
Date Closed:	08/07/2008	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	ROBERT HARFORD	785130W	AQUA UTILITIES FLORIDA, INC.	WS880	07/01/2008	GI-25	T
	Date Closed: 08/05/2008	Assigned Analyst: LUCILLE ALFORD		Closed Analyst: LUCILLE ALFORD			
	Service/Billing: B	Savings: 0.00		How Received: PHONE		Preliminary Type:IMPROPER BILLS	
	County: Highlands	Customer Phone: (863)-655-0324		Sent To Company: Y		Apparent Rule Violation: N	PSA:
	KARL KRUPP	785487W	AQUA UTILITIES FLORIDA, INC.	WU879	07/03/2008	GI-30	T
	Date Closed: 09/18/2008	Assigned Analyst: SHONNA MCCRAY		Closed Analyst: SHONNA MCCRAY			
	Service/Billing: S	Savings: 0.00		How Received: PHONE		Preliminary Type:QUALITY OF SERVICE	
	County: Brevard	Customer Phone:		Sent To Company: Y		Apparent Rule Violation: N	PSA:
	THANH NGUYEN	785734W	AQUA UTILITIES FLORIDA, INC.	WS887	07/07/2008	GI-25	T
	Date Closed: 09/05/2008	Assigned Analyst: MARIA DELGADO		Closed Analyst: MARIA DELGADO			
	Service/Billing: B	Savings: 290.72		How Received: PHONE		Preliminary Type:IMPROPER BILLS	
	County: Volusia	Customer Phone: (386)-673-8060		Sent To Company: Y		Apparent Rule Violation: N	PSA:
	BARBARA BARRETTA	785958W	AQUA UTILITIES FLORIDA, INC.	WS886	07/08/2008	GI-25	T
	Date Closed: 08/19/2008	Assigned Analyst: SHONNA MCCRAY		Closed Analyst: SHONNA MCCRAY			
	Service/Billing: B	Savings: 222.00		How Received: E-FORM		Preliminary Type:IMPROPER BILLS	
	County: Seminole	Customer Phone: (407)-252-4975		Sent To Company: Y		Apparent Rule Violation: N	PSA:
	KEVIN SCHWARTZ	786079W	AQUA UTILITIES FLORIDA, INC.	WS886	07/08/2008	GI-30	T
	Date Closed: 08/15/2008	Assigned Analyst: LUCILLE ALFORD		Closed Analyst: LUCILLE ALFORD			
	Service/Billing: S	Savings: 73.91		How Received: PHONE		Preliminary Type:QUALITY OF SERVICE	
	County: Seminole	Customer Phone:		Sent To Company: Y		Apparent Rule Violation: N	PSA:
	ALAN HEROD	786946W	AQUA UTILITIES FLORIDA, INC.	WS886	07/15/2008	WB-04	T
	Date Closed: 08/19/2008	Assigned Analyst: SHONNA MCCRAY		Closed Analyst: SHONNA MCCRAY			
	Service/Billing: B	Savings: 0.00		How Received: E-FORM		Preliminary Type:IMPROPER BILLS	
	County: Seminole	Customer Phone: (407)-366-8858		Sent To Company: Y		Apparent Rule Violation: Y	PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	ROBERT MCDANIEL	787052W	AQUA UTILITIES FLORIDA, INC.	WS881	07/15/2008	GI-25	T
Date Closed:	08/25/2008	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	DEBRA FUNK	787271W	AQUA UTILITIES FLORIDA, INC.	WS883	07/16/2008	WB-50	L
Date Closed:	08/25/2008	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	216.40	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:	(352)-307-9789	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	ROBIN GODBOLT	787317W	AQUA UTILITIES FLORIDA, INC.	WS688	07/17/2008	GI-29	T
Date Closed:	08/25/2008	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	DELAY IN CONNECTION
County:	Alachua	Customer Phone:	(386)-566-5950	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	CHRIS MCGLINCHY	787334W	AQUA UTILITIES FLORIDA, INC.	WS886	07/17/2008	GI-30	T
Date Closed:	08/28/2008	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	QUALITY OF SERVICE
County:	Seminole	Customer Phone:	(407)-761-6097	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	ARREDONDO FARMS	787640W	AQUA UTILITIES FLORIDA, INC.	WS688	07/18/2008	GI-29	T
Date Closed:	08/26/2008	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	DELAY IN CONNECTION
County:	Alachua	Customer Phone:	(352)-378-9291	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	RENEE FORD	788075W	AQUA UTILITIES FLORIDA, INC.	WS688	07/22/2008	WS-49	L
Date Closed:	08/26/2008	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	DELAY IN CONNECTION
County:	Alachua	Customer Phone:	(352)-258-4790	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
JOHN GENTRY		788730W	AQUA UTILITIES FLORIDA, INC.	WS688	07/25/2008	GI-25	T
Date Closed: 08/29/2008	Assigned Analyst: MARIA DELGADO			Closed Analyst: MARIA DELGADO			
Service/Billing: S	Savings: 264.47			How Received: PHONE		Preliminary Type:QUALITY OF SERVICE	
County: Alachua	Customer Phone:		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
KRISTIE TORUNO		789132W	AQUA UTILITIES FLORIDA, INC.	WS886	07/29/2008	GI-25	T
Date Closed: 10/21/2008	Assigned Analyst: LUCILLE ALFORD			Closed Analyst: LUCILLE ALFORD			
Service/Billing: B	Savings: 0.00			How Received: PHONE		Preliminary Type:IMPROPER BILLS	
County: Seminole	Customer Phone: (407)-366-5212		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
KEVIN TURNER		789139W	AQUA UTILITIES FLORIDA, INC.	WS886	07/29/2008	GI-25	T
Date Closed: 09/05/2008	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: B	Savings: 0.00			How Received: E-FORM		Preliminary Type:IMPROPER BILLS	
County: Seminole	Customer Phone: (407)-222-6295		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
ASHTON MCDONALD		789159W	AQUA UTILITIES FLORIDA, INC.	WS881	07/29/2008	GI-25	T
Date Closed: 09/17/2008	Assigned Analyst: KATE SMITH			Closed Analyst: KATE SMITH			
Service/Billing: B	Savings: 0.00			How Received: PHONE		Preliminary Type:IMPROPER BILLS	
County: Lake	Customer Phone: () -		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
JESSICA OSTEEEN		789162W	AQUA UTILITIES FLORIDA, INC.	WS688	07/29/2008	WS-49	L
Date Closed: 09/05/2008	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: S	Savings: 0.00			How Received: PHONE		Preliminary Type:DELAY IN CONNECTION	
County: Alachua	Customer Phone: (352)-224-0014		Sent To Company: Y	Apparent Rule Violation: Y		PSA:	
WAHID ALI		789345W	AQUA UTILITIES FLORIDA, INC.	WS886	07/30/2008	GI-25	T
Date Closed: 09/11/2008	Assigned Analyst: MARIA DELGADO			Closed Analyst: MARIA DELGADO			
Service/Billing: B	Savings: 107.00			How Received: E-FORM		Preliminary Type:IMPROPER BILLS	
County: Seminole	Customer Phone: (407)-359-5962		Sent To Company: Y	Apparent Rule Violation: N		PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
EDWARD DIAZ		789588W	AQUA UTILITIES FLORIDA, INC.	WS886	07/31/2008	GI-25	T
Date Closed: 09/11/2008	Assigned Analyst: MARIA DELGADO			Closed Analyst: MARIA DELGADO			
Service/Billing: B	Savings: 0.00			How Received: PHONE		Preliminary Type:IMPROPER BILLS	
County: Seminole	Customer Phone: (407)-971-0247		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
BARBARA CHAPMAN		789592W	AQUA UTILITIES FLORIDA, INC.	WU879	07/31/2008	GI-25	T
Date Closed: 09/25/2008	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: B	Savings: 0.00			How Received: PHONE		Preliminary Type:IMPROPER BILLS	
County: Brevard	Customer Phone:		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
JOSEPH BARRY		789740W	AQUA UTILITIES FLORIDA, INC.	WS688	07/31/2008	GI-25	T
Date Closed: 09/05/2008	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: B	Savings: 0.00			How Received: PHONE		Preliminary Type:IMPROPER BILLS	
County: Alachua	Customer Phone:		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
RICHARD MOYER		790290W	AQUA UTILITIES FLORIDA, INC.	WS885	08/05/2008	GI-30	T
Date Closed: 09/19/2008	Assigned Analyst: LUCILLE ALFORD			Closed Analyst: LUCILLE ALFORD			
Service/Billing: S	Savings: 0.00			How Received: PHONE		Preliminary Type:QUALITY OF SERVICE	
County: Putnam	Customer Phone:		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
JASON LEVERETT		790763W	AQUA UTILITIES FLORIDA, INC.	WS886	08/08/2008	GI-25	T
Date Closed: 09/19/2008	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: B	Savings: 0.00			How Received: E-FORM		Preliminary Type:IMPROPER BILLS	
County: Seminole	Customer Phone: (407)-971-2556		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
ROBERT HARRIS		791172W	AQUA UTILITIES FLORIDA, INC.	WS885	08/12/2008	GI-30	T
Date Closed: 09/19/2008	Assigned Analyst: LUCILLE ALFORD			Closed Analyst: LUCILLE ALFORD			
Service/Billing: S	Savings: 0.00			How Received: PHONE		Preliminary Type:QUALITY OF SERVICE	
County: Putnam	Customer Phone:		Sent To Company: Y	Apparent Rule Violation: N		PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	CHIVANNE BINDER	791762W	AQUA UTILITIES FLORIDA, INC.	WS886	08/14/2008	GI-30	T
Date Closed:	09/25/2008	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	QUALITY OF SERVICE
County:	Seminole	Customer Phone:	(407)-359-3689	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	ELIZABETH MAYORS	793153W	AQUA UTILITIES FLORIDA, INC.	WS883	08/25/2008		
Date Closed:	//	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Pasco	Customer Phone:	(727)-378-5757	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	DOROTHY BARTH	793328W	AQUA UTILITIES FLORIDA, INC.	WS880	08/26/2008	GI-25	T
Date Closed:	09/30/2008	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	S	Savings:	98.00	How Received:	PHONE	Preliminary Type:	REPAIR
County:	Highlands	Customer Phone:	(863)-655-3348	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	CARMEN J CAVALLARO	793633W	AQUA UTILITIES FLORIDA, INC.	WS880	08/27/2008		
Date Closed:	//	Assigned Analyst:	MARIA DELGADO	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(863)-465-2371	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	MARIE BONNEY	793677W	AQUA UTILITIES FLORIDA, INC.	WS883	08/27/2008	WB-04	L
Date Closed:	10/03/2008	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	B	Savings:	384.31	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-378-5956	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	ECONO WASH II	794161W	AQUA UTILITIES FLORIDA, INC.	WS881	08/29/2008	GI-11	T
Date Closed:	10/03/2008	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	REPAIR
County:	Lake	Customer Phone:	(352)-326-9055	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	KATHLEEN DAVIS	794297W	AQUA UTILITIES FLORIDA, INC.	WS887	09/02/2008		
Date Closed:	//	Assigned Analyst:	VIOLET FARIA	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Volusia	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	CAROLANN DOWNEY	794418W	AQUA UTILITIES FLORIDA, INC.	WS881	09/02/2008	GI-25	T
Date Closed:	10/09/2008	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(603)-880-1945	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	JOSEPH P STAKUN	794604W	AQUA UTILITIES FLORIDA, INC.	WS883	09/03/2008	GI-25	T
Date Closed:	09/25/2008	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	10.15	How Received:	E-MAIL	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(813)-780-1313	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	EDWARD E HEADINGTON	795129W	AQUA UTILITIES FLORIDA, INC.	WS884	09/04/2008	WB-04	T
Date Closed:	09/30/2008	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(863)-853-3448	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
	WENDY & MARCUS DIRK	795441W	AQUA UTILITIES FLORIDA, INC.	WS883	09/08/2008	GI-25	T
Date Closed:	10/20/2008	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	391.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-542-6628	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	JASON ESKEW	795539W	AQUA UTILITIES FLORIDA, INC.	WS886	09/08/2008	GI-11	T
Date Closed:	10/13/2008	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	68.09	How Received:	E-FORM	Preliminary Type:	REPAIR
County:	Seminole	Customer Phone:	(407)-359-0598	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	BARBARA KOEPP	795606W	AQUA UTILITIES FLORIDA, INC.	WS883	09/08/2008	GI-25	T
Date Closed:	10/13/2008	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	15.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Pasco	Customer Phone:	(919)-478-6640	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	FRED MAYNARD	795876W	AQUA UTILITIES FLORIDA, INC.	WS885	09/09/2008	GI-03	T
Date Closed:	10/16/2008	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	PAYMENT ARRANGEMENT
County:	Putnam	Customer Phone:	(386)-878-1018	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	TIMOTHY BIGSBY	796464W	AQUA UTILITIES FLORIDA, INC.	WS885	09/11/2008	GI-30	T
Date Closed:	10/16/2008	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	QUALITY OF SERVICE
County:	Putnam	Customer Phone:	(386)-684-2181	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	WILLIAM WARD	796765W	AQUA UTILITIES FLORIDA, INC.	WS888	09/15/2008	GI-26	T
Date Closed:	10/20/2008	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Washington	Customer Phone:	(850)-773-1717	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	BARBARA HILLBOURN	798383W	AQUA UTILITIES FLORIDA, INC.	WU174	09/23/2008		
Date Closed:	//	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	E-MAIL	Preliminary Type:	IMPROPER BILLS
County:	Putnam	Customer Phone:	(231)-873-7184	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	MARC ROUHANA	798436W	AQUA UTILITIES FLORIDA, INC.	WS883	09/23/2008		
Date Closed:	//	Assigned Analyst:	VIOLET FARIA	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-776-0504	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	DON BISHOP	798833W	AQUA UTILITIES FLORIDA, INC.	WS881	09/25/2008		
	Date Closed: //	Assigned Analyst: SHONNA MCCRAY	Closed Analyst:				
	Service/Billing: S	Savings: 0.00	How Received: PHONE	Preliminary Type:QUALITY OF SERVICE			
	County: Lake	Customer Phone: (407)-402-5116	Sent To Company: Y	Apparent Rule Violation: N	PSA:		
	MEGAN TANIS	798877W	AQUA UTILITIES FLORIDA, INC.	WS886	09/25/2008		
	Date Closed: //	Assigned Analyst: SHONNA MCCRAY	Closed Analyst:				
	Service/Billing: S	Savings: 0.00	How Received: PHONE	Preliminary Type:QUALITY OF SERVICE			
	County: Seminole	Customer Phone: (321)-348-3336	Sent To Company: Y	Apparent Rule Violation: N	PSA:		
SSC	Total Cases: 133			SSC	Total Savings: 11862.18		
	Total Cases: 133				Total Savings: 11862.18		

**Bureau of Consumer Assistance
Listing of Consumer Complaint Close-out Codes**

Description	Close-out code
COURTESY CALL/WARM TRANSFER	GI-02
PAYMENT ARRANGEMENTS	GI-03
HIGH BILL	GI-05
RULES & TARIFFS	GI-08
REPAIR SERVICE	GI-11
OUTAGES (All Industries)	GI-15
WATER QUALITY/PRESSURE	GI-16
IMPROPER BILLING (ADDED 7/03)	GI-25
BILLING WRONG CUSTOMER (ADDED 7/03)	GI-26
IMPROPER DISCONNECT (ADDED 7/03)	GI-28
DELAY IN CONNECTION (ADDED 7/03)	GI-29
QUALITY OF SERVICE (ADDED 7/03)	GI-30
ESTIMATED METER READINGS (ADDED 7/03)	GI-31
PROCESS REVIEW CASE	GI-32
72 hour close outs	GI-72
CITY/COUNTY WAW	NJ-06
NO COMPANY RECORD OF PREVIOUSLY WRITTEN COMPLAINT	WS-03
TARIFFS/RULES NOT ACCESSIBLE	WS-04
SAFETY PROBLEMS	WS-05
OUTAGE/DELAY IN RESTORING SERVICE	WS-06
NO ADVANCED NOTICE OF SCHEDULED OUTAGE	WS-07
METER TEST RESULTS NOT PROVIDED	WS-08
DELAY IN CONNECTING INITIAL SERVICE	WS-09
SERVICE REFUSED	WS-10
NO WRITTEN NOTICE FOR REFUSAL OF SERVICE	WS-11
SERVICE IMPROPERLY DISCONNECTED	WS-12
NOT DISCONNECTED ON REQUEST	WS-13
NOT PROVIDING COMPANY TELEPHONE NUMBERS	WS-14
FAILURE TO RESPOND TO CUSTOMER INQUIRIES	WS-15
RESTORE AREA/INCOMPLETE OUTSIDE WORK	WS-16
FACILITIES NOT PROPERLY MAINTAINED/	WS-17
IMPROPER RATES APPLIED	WB-01
NO CREDIT FOR TIME OUT OF SERVICE	WB-02
METER NOT READ AT REGULAR INTERVALS	WB-03
INACCURATE METER READINGS	WB-04
METER NOT RECORDING WITHIN STANDARDS	WB-05
METER NOT TESTED AS REQUESTED BY CUSTOMER	WB-06
IMPROPER CHARGE FOR FIELD TEST	WB-07
DEPOSIT NOT REFUNDED FOR BENCH TEST	WB-08
REFERRED METER TEST NOT CONDUCTED PROPERLY	WB-09
EXCESSIVE DEPOSIT REQUESTED	WB-10
INTEREST ON DEPOSIT NOT PAID	WB-11
DEPOSIT NOT REFUNDED	WB-12
IMPROPER OR NO DELINQUENT NOTICE	WB-13
INADEQUATE INFORMATION ON BILLS	WB-14
IMPROPER DELINQUENT DATE ON BILLS	WB-15

BILLS NOT MARKED ESTIMATED	WB-16
IMPROPER PRORATION OF BILLS	WB-17
IMPROPER BILLING FOR METER TAMPERING	WB-18
IMPROPER BACKBILLING (SLOW METER)	WB-19
IMPROPER REFUND (FAST METER)	WB-20
EXTENSION OF SERVICE FACILITIES	WB-21
PAYMENT NOT CREDITED ERROR	WB-22
BILLING WRONG CUSTOMER ERROR	WS-23
IMPROPER BILLING OF /RECONNECT/SERVICE CHARGES	WB-24
FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	WS-49
FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	WB-49
Failure to provide res to cust in 15 wd 25-22.032(6)b	WB-50
Failure to respond in 7 wkdy to staff req 25-22.032(6)e	WB-51
Failure to provide res to cust in 15 wd 25-22.032(6)b	WS-50
Failure to respond in 7 wkdy to staff req 25-22.032(6)e	WS-51