

State of Florida



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## Public Service Commission

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TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

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**DATE:** December 23, 2009  
**TO:** Ann Cole, Commission Clerk - PSC, Office of Commission Clerk  
**FROM:** Kevin J. Bloom, Economic Analyst, Division of Regulatory Analysis *KJB*  
**RE:** Aqua Utilities Florida, Inc., Docket No. 080121-WS

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Please include the following attachments in the docket file in Docket No. 080121-WS. Attachments include: 1. Letter from Aqua Utilities Florida, Inc. manager of rates Troy Rendell dated 21 December, 2009; 2. Aqua Utilities Florida, Inc., response to staff data request of 18 November, 2009.

DOCUMENT NUMBER-DATE

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Aqua Utilities Florida, Inc.  
2228 Capital Circle NE, Ste. 2A  
Tallahassee, FL 32308

December 21, 2009

Ms. Beth Salak  
Director of Regulatory Analysis  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Re: Staff Data Request dated November 18, 2009

Dear Ms. Salak,

Please see attached Aqua Utilities Florida, Inc.'s (AUF) response to staff's data request dated November 18, 2009. The response is related to AUF's secondary water quality surveys. Also attached is a copy of the survey that was sent to AUF's customers. If you have any questions, please do not hesitate to contact me at (850) 575-8500. Thank you for your consideration in this matter.

Sincerely,

Troy Rendell  
Rates Manager

Cc: Jack Lihvarcik, President and COO, AUF  
Chris Franklin, Regional President, Aqua America, Inc.  
Kimberly Joyce, Esq., Aqua America, Inc.

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**AUF Responses to Staff Data  
Requests dated November 18, 2009**

1. When did AUF begin surveying its customers by mail?

**The initial surveys were mailed in August 2009.**

2. When will AUF end surveying its customers by mail?

**AUF plans to send final surveys in April 2010.**

3. A. Do all AUF customers receive a survey? B. If not, how does AUF determine which customers will be surveyed?

**a. No, not all of AUF's customers received the survey.**

**b. AUF is surveying customers in systems where the customers have commented or complained about secondary water quality issues. These customers' concerns regarding secondary water quality issues typically involve odor, particles in water, calcification on fixtures in homes, water color, and/or rings around toilets. The goal is to utilize the comments from these surveys to understand the customers' concerns and develop plans to address the secondary water quality issues in these systems.**

4. For each month AUF has been surveying the customers, please indicate how many surveys have been mailed.

**August 2009 – 1,229**

**October 2009 - 468**

**December 2009 - 273**

5. For each month AUF has been surveying its customers, please indicate what percentage of customers have returned the survey.

**This information is not available on a monthly basis. However, the total returned percentage of surveys on an aggregate basis to date is approximately 25%.**

6. Has AUF summarized the results to date? If so, please provide a copy of the summary to the Public Service Commission.

**No, the surveys have not been summarized at this time. However, AUF looks forward to briefing staff on the status of this project; any improvements that will be considered to address the secondary water quality concerns; and the summary of the surveys.**