

**CONSUMER****Dorothy Menasco**

100050 - WS

**From:** Dorothy Menasco  
**Sent:** Monday, May 03, 2010 10:41 AM  
**To:** Ellen Plendl  
**Cc:** Ann Cole; Randy Roland  
**Subject:** RE: Document Help Requested

Thank you for the information, Ellen. Per this e-mail, we will place the document mentioned below in **Docket Correspondence - Consumers and their Representatives**, in Docket No. 100050-WS.

*Dorothy Menasco  
 Chief Deputy Commission Clerk  
 Florida Public Service Commission  
 Office of Commission Clerk  
 850-413-6770*

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

From: Ellen Plendl  
 Sent: Monday, May 03, 2010 8:03 AM  
 To: Dorothy Menasco  
 Cc: Ann Cole; Randy Roland  
 Subject: RE: Document Help Requested

The letter is considered customer correspondence and should be placed in the correspondence side of Docket 100050-WS (Application for grandfather certificate to operate water and wastewater utility in Hardee County by Aqua Utilities Florida, Inc.)

From: Randy Roland  
 Sent: Monday, May 03, 2010 7:59 AM  
 To: Ellen Plendl  
 Subject: FW: Document Help Requested

See below.

From: Dorothy Menasco  
 Sent: Friday, April 30, 2010 10:19 PM  
 To: Randy Roland  
 Cc: Ann Cole  
 Subject: Document Help Requested

Hi Randy,

5/3/2010

DOCUMENT NUMBER-DATE

03618 MAY-3 0

FPSC-COMMISSION CLERK

On 4/29/10 a document was received by CLK. It is stamped with SSC's received stamp and dated 4/27/10. The document is from:

Peace River Heights  
Concern Citizens (sic)  
Wauchula, FL 33873

Re: Aqua Utilities Florida water system

They are requesting help with problems and there several pages of signatures entitled "Petition for Water Problems in Peace River Heights."

There is a hand-written note that says 100005-WS, but there is no instruction to staff whether to document number this and place it in the docket, or place it in consumer correspondence. I left a VM for you on 4/29/10, but haven't heard anything. So, I'm following-up. Please advise how this document should be processed and we will do so.

Thank you for your help.

Dorothy Menasco  
Chief Deputy Commission Clerk  
Florida Public Service Commission  
Office of Commission Clerk  
850-413-6770

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

P Please consider the environment before printing this e-mail

5/3/2010

100005-WS

April 26, 2010

Peace River Heights  
Concern Citizens  
Wauchula, FL 33873

Florida Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
10 APR 29 PM 3:10  
COMMISSION  
CLERK

Re: Aqua Utilities Florida  
Water System: Peace River Heights  
System PWSID# FL6251954

Dear Sir/Madam:

We the citizens of Magnolia Manor Community in Wauchula, FL are requesting your help with the problems that we are enduring with the water system through Aqua Utilities Florida.

The main problems that we are dealing with are based on health and financial issues. This company is operating a system that is too old and without the proper upgrades to purify the water. As a result, we are being provided with unsafe water to drink. Noting that there is presently approximately 5 household experiencing cancer illnesses. Each household has received a notification that the system has exceeded the standard or maximum contamination for gross alpha particles and most recently E. coli, feces.

Under the circumstances, we are being charged an extremely high cost that is unbearable within our means. There have been several meetings with the Hardee County Board of County Commissioners and Aqua Utilities to resolve the problems. Unfortunately, Aqua Utilities will not adjust or review these unreasonable charges. Please note there are elderly, sick, disable and kids being force to pay these high charges in substitute of one of the bare necessities for life, water and food.

The Hardee County Commissioners have offered to purchase the system from Aqua Utilities, but they have refused to sell.

We need your immediate attention on this matter for the well being of the citizens of this community. We do thank you for your time and consideration on this matter.

You can direct any calls or concerns to our spokes person, Rev. Reginald Franklin 813-758-8670 or P O Box 306 Wauchula, FL 33873.

Sincerely yours,

The Peace River Heights Community

RECEIVED  
APR 29 2010  
Florida Public Service Commission  
Division of SSC

cc: Governor Charlie Crist, Florida Service Commission and Congressman Adam Putnam

# Petition for Water Problems in Peace River Heights

|  |   |
|--|---|
| <p>Petition summary and background</p> | <p>Unreasonable high cost of contaminated water supplied by Aqua Utilities of Florida to Peace River Heights / Magnolia Manor Community. System PWSID# FL6251954</p> <p><i>*Razonable y alto costo de agua contaminada, suministrado por Aqua utilidades de Florida y paz río Heights / comunidad de Manor de Magnolia.</i></p> <p><i>*Coût élevé déraisonnable de l'eau contaminée fourni par Aqua utilitaires de Floride de Peace River Heights / Magnolia Manor communautaire.</i></p> |
| <p>Action petitioned for</p>           | <p>We, the undersigned, are concerned citizens who urge our leaders to act now to require Aqua Utilities to clean up the system or sell to Hardee County Utilities.</p>   |

| Printed Name                                     | Signature              | Address                              | Voters ID # or Comment                               | Date      |
|--|------------------------|--------------------------------------|--|-----------|
| Claretha Wilson                                  | <i>Claretha Wilson</i> | Wanchula Fla<br>820 Chamberlain Blvd | 104311220  | 4/11/10   |
| Sheila Kipfack<br>Resolvy Clerk<br>Resolvy Clerk | <i>Sheila Kipfack</i>  | 838 Chamberlain Blvd                 | RECEIVED   | 4/11/10   |
| Resolvy Clerk                                    | <i>Resolvy Clerk</i>   | 862 Chamberlain Blvd                 | APR 27 2010  | 4-11-10   |
| Juan Villalobos                                  | <i>Juan Villalobos</i> | 871 Chamberlain Blvd                 | Florida Public Service Commission<br>Division of SSR | 4-11-10   |
| Nigel Cardenas                                   | <i>Nigel Cardenas</i>  | 869 Chamberlain Blvd                 |  | 4-11-2010 |
| Brandy Outley                                    | <i>Brandy Outley</i>   | 855 Chamberlain Blvd                 | 104320066  | 4-11-10   |
| Anthony White                                    | <i>Anthony White</i>   | 855 Chamberlain Blvd                 |  | 4-11-10   |
| Ella Dirksen                                     | <i>Ella Dirksen</i>    | 865 Chamberlain Blvd                 |  | 4-11-10   |
| Eugenia Sanchez                                  | <i>Eugenia Sanchez</i> | 771 Chamberlain Blvd                 |  | 4-11-10   |
| Tony Miller                                      | <i>Tony Miller</i>     | 761 Chamberlain Blvd                 |  | 4-11-10   |

| Printed Name                      | Signature                | Address              | Voters ID # or Comment  | Date    |
|-----------------------------------|--------------------------|----------------------|---|---------|
|                                   | <i>Pamon Carrion</i>     | 721 Chamberlain Blvd |   | 4-11-10 |
| Pamon Carrion                     | <i>Pamon Carrion</i>     | Blvd, Waucholet FL   | RECEIVED<br>APR 25 2010<br>Public Service Commission<br>Division of SSC | ↓       |
| Antonio Carrion                   | <i>Antonio Carrion</i>   | " " "                |   |         |
| Gilberto Carrion                  | <i>Gilberto Carrion</i>  | " " "                |   |         |
| Savior Carrion                    | <i>Savior Carrion</i>    | " " "                |   |         |
| Joey Wilcox                       | <i>Joey Wilcox</i>       | " " "                |   |         |
| <i>MARY SMITH<br/>105 E SMITH</i> | <i>M. Smith</i>          | Chamberlain 75 Blvd  |   | ↓       |
| <i>Mary Villarreal</i>            | <i>Mary Villarreal</i>   | Waucholet " "        |   | 4-11-10 |
| JAMES B BELLSA                    |                          | 66 Chamberlain Blvd  |   | ↓       |
| <i>E. Y. Stenelin</i>             | <i>Ernestine Cuning</i>  | 653 Chas             |   |         |
| Melissa Saffel                    | <i>Melissa Saffel</i>    |                      |   |         |
| <i>Fred</i>                       | <i>Fred</i>              | 645 Chamberlain Blvd |   |         |
| Levi McLeod                       | <i>Levi McLeod</i>       | ↓                    |   |         |
| Bernadette McLeod                 | <i>Bernadette McLeod</i> |                      |   |         |
| Bernadette McLeod                 | <i>Bernadette McLeod</i> |                      |   |         |
| Joselyn Thompson                  | <i>Joselyn Thompson</i>  |                      |   |         |
| Allen McLeod                      | <i>Allen McLeod</i>      |                      |   |         |


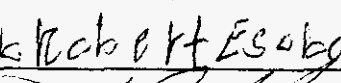
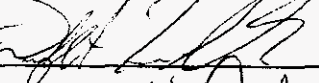

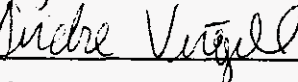
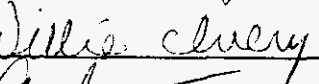
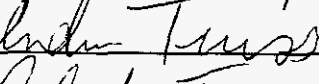


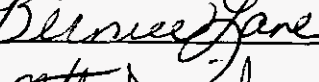

| Printed Name     | Signature        | Address               | Voters ID # or Comment                       | Date    |
|------------------|------------------|-----------------------|--|---------|
| Allora M Head    | Allora M Head    | 637 Chamberlain Div.  |  | 4-11-10 |
| Coron Guayard    | Coron            | 1034                  |  |         |
| Camyiah Guayard  |                  |                       |  |         |
| Willie Rollins   | Willie Rollins   |                       | RECEIVED                                     |         |
| Valerie Bowdy    |                  | 622 Chamberlain Blvd  | APR 27 2010                                  |         |
| Jesse Flores     |                  | Chamberlain Blvd      | Public Service Commission<br>Division of SSC |         |
| Adolfo Soto      | Adolfo Soto      |                       |  |         |
| Maria Flores     | Maria Flores     |                       |  |         |
| ANGELICA FLORES  | Angelica Flores  |                       |  |         |
| Ethel L. Wilson  | Ethel L. Wilson  | 751 Chamberlain Blvd  |  |         |
| MARY Saldívar    | Mary Saldívar    | 282 Chamberlain       |  |         |
| DARYLE COOK      | Daryl Cook       | 690 Chamberlain       |  |         |
| JUAN MONALES     | JUAN MONALES     | 706 Chamberlain       |  |         |
| Merileine Cimeus | Merileine Cimeus | 752 Chamberlain Blvd  |  |         |
| Urijon Sanchez   | Urijon Sa        | 780 Chamberlain Blvd. |  |         |
| Albert Whifers   | Albert Whifers   | 735 Chamberlain Blvd. |  |         |
| Laticia Berryan  | Laticia Berryan  | 11                    |  |         |






# Petition for Water Problems in Peace River Heights

|   |   |
|---|---|
| <p>Petition summary and background</p> <p><b>RECEIVED</b></p> <p>APR 27 2010</p> <p>Public Service Commission</p> | <p>Unreasonable high cost of contaminated water supplied by Aqua Utilities of Florida to Peace River Heights / Magnolia Manor Community. System PWSID# FL6251954</p> <p><i>*Razonable y alto costo de agua contaminada, suministrado por Aqua utilidades de Florida y paz río Heights / comunidad de Manor de Magnolia.</i></p> <p><i>*Coût élevé déraisonnable de l'eau contaminée fourni par Aqua utilitaires de Floride de Peace River Heights / Magnolia Manor communautaire.</i></p> |
| <p>Action petitioned for</p>  | <p>We, the undersigned, are concerned citizens who urge our leaders to act now to require Aqua Utilities to clean up the system or sell to Hardee County Utilities.</p>   |

| Printed Name   | Signature   | Address           | Voters ID # or Comment            | Date    |
|----------------|---|-------------------|-----------------------------------|---------|
| Rancian Ross   |    | 605 Sally Pl      | Registered (Number Not available) | 4/4/10  |
| ROBERT ESCOBAR |    | 621 Sally Pl      |                                   | 4/11/10 |
| Dale Frederick |    | 659 Sally Pl      | wife was one                      | 4/11/10 |
| Linda Nelson   |    | 1211 Weston Court | ?                                 | 4-11-10 |
| ANDRE VIRGILE  |   | 1236 Weston Court |                                   | 4/11/10 |
| Willie Dyer    |  | 1224 Weston Ct    | It takes the color out of         | 4/11/10 |
| Andrea Truss   |  | 1203 Weston Ct    | your color clothes                |         |
| Robert Truss   |  | 1203 Weston Ct    | prices too high                   | L       |
| Angela Rivers  |  | 437 Sally Place   |                                   | 4/11/10 |
| Bernice Lane   |  | 1202 Weston Ct    | Registered Voter                  | 4/11/10 |
| Mette Daniels  |  | 689 Sally Place   | Registered Voter                  | 4-11-10 |



| Printed Name       | Signature   | Address                      | Voters ID # or Comment               | Date     |
|--------------------|---|------------------------------|--------------------------------------|----------|
| Maria Garcia       | Maria Garcia  | 613 Sally Pl.                |                                      | 4-13-10  |
| Juanita Wright     | Juanita Wright  | 1210 Weston Ct               |                                      | 4-13-10  |
| Juanita Wright     | Juanita Wright  | 618 Sally Place              |                                      | 4-13-10  |
| Jessie Mae Hatchet | Jessie Mae Hatchet  | 1216 David Ct                | sign for her,<br>Linda F. Myrick     | 4-13-10  |
| Dorothy Moss       | Dorothy Moss  | 1223 David Ct                | RECEIVED                             | 4-14-10  |
| Cruz Lara          | CRUZ LARA   | 704 SALLY PLACE              | RECEIVED                             | 4-14-10  |
| Robert Mendez      |  | 811 Sally Place              | Public Service Commission<br>REG-189 | 4-13-10  |
| Linda Lilly        | Linda Lilly   | 681 Sally Place              |                                      | 4-13-10  |
| Hilda Williams     |   |                              |                                      |          |
| Ossie Johnson      | Ossie Johnson   | P.O. Box 751 - Wauchula      | # 18579                              | 4/14/10  |
| Diane V. Smith     | Diane V. Smith  | P.O. Box 1454, Wauchula, Fl. | 33873 104312337                      | 04/14/10 |
| Hazel McWhorter    | Hazel McWhorter   | 515 Baker St.; Wauchula, Fl. | 33873                                | 04/14/10 |
| Linda F. Myrick    | Linda F. Myrick   | 376 Fuller Dr Wauchula       | Fl 33873 104311263                   | 04/14/10 |
| Bessie Cutley      | Bessie Cutley   | 1337 Lincoln Street          | " 029324                             | 4/14/10  |
| Willie E. Cutley   | Willie E. Cutley  | " " "                        |                                      |          |
| Wilbur Turner      | Wilbur Turner   | 355 " " "                    |                                      |          |

| Printed Name       | Signature          | Address                  | Voters ID # or Comment                            | Date      |
|--------------------|--------------------|--------------------------|---|-----------|
| Elroy Wilson       | ELROY WILSON       | 151 Sally Pl             | RECEIVED  | 4-16-10   |
| JULIAN RIOS        | JULIAN RIOS        | 1205 David Ct.           | APR 27 2010                                       | 4-11-10   |
| Justo Galarza      | Justo Galarza      | 1215 DAVID Ct.           | Public Service Commission<br>STATE OF MISSISSIPPI | 04/11/10  |
| miguel Rios        | miguel Rios        | 705 Sally Place          |   | 04/11/10  |
| Carlene Louise     | Carlene Louise     | 1224 David Ct.           |   | 4/11/10   |
| Sandra Herrera     | Sandra Herrera     | 1236 David Ct            |   | 4/11/10   |
| Angelica Hernandez | Angelica Hernandez | 1229 David Ct.           |   | 4/11/10   |
| Adeline Hudson     | Adeline Hudson     | 1204 N. David Court      |   | 4/11/10   |
| Alfonso Alvaron    | Alfonso Alvaron    | 673 Sally place          |   | 4/11/2010 |
| Yvona Limon        | Yvona Limon        | 810 Sally Place          |   | 4/11/10   |
| Celie Metayer      | Celie Metayer      | 802 Sally place          |   | 4-11-10   |
| Julian Montoya     | Julian Montoya     | 733 Sally Place          |   | 4-11-10   |
| Maria Castella     | Maria Castella     | 717 Sally Place Waukegan |   | 4/11/10   |
| Hennetta Jankovic  | Hennetta Jankovic  | 724 Sally Place W.       |   | 4-10      |
| Miguel Rios        | Miguel Rios        | 705 Sally Place          |   | 4-11-10   |
| Virginia M. Ball   | Virginia M. Ball   | 618 Sally Pl 33873       |   | 4-11-10   |
| Mae M. Robinson    | Mae M. Robinson    | 1615 Martin Luther King  | New Mt Zion A.M.E Church                          | 4/12/10   |

## **Attention: Peace River Heights Water System Customers**

### **IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER Tests Showed Presence of Coliform Bacteria**

The Peace River Heights water system recently exceeded a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

We routinely monitor for the presence of drinking water contaminants. We collected eight (8) samples for total coliform bacteria during the month of March. Two (2) of these samples tested positive for the presence of total coliform bacteria. No more than one sample per month may test positive for total coliform bacteria to comply with the federal and state requirements.

#### **What should I do?**

You do not need to boil your water or use an alternative (e.g., bottled) water supply. However, if you have specific health concerns, consult your doctor.

People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1.800.426.4791.

#### **What does this mean?**

**This is not an emergency.** If it had been, you would have been notified immediately.

Coliform bacteria are generally not harmful themselves. Coliforms are bacteria which are naturally present in the environment and are used as an indicator that other potentially harmful bacteria may be present. Coliforms were found in more samples than allowed, and this was a warning of potential problems.

**X** Usually, coliforms are a sign that there could be a problem with the system's treatment or distribution system (pipes). Whenever we detect coliform bacteria in any sample, we do follow-up testing to see if other bacteria of greater concern are present, such as fecal coliform or *E. coli*. **We did not find any of these bacteria in our subsequent testing.**

#### **What happened? What is being done?**

We took additional samples for coliform bacteria, and none were found in any of these samples. This matter will be considered resolved when all the distribution samples for the month of April come back satisfactory.

For more information, please contact Patrick Farris by phone at .352.435.4029 or by mail at 1100 Thomas Ave., Leesburg, FL 34748.

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

Florida Public Service Commission  
1500 N. W. 11th St.  
Tallahassee, FL 32304

RECEIVED  
APR 1 2010

# NOTICE TO THE PUBLIC

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

### Peace River Heights has Levels of Gross Alpha Particles Above Drinking Water Standards

The Peace River Heights water system has exceeded a drinking water standard in the fourth quarter of 2009. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

Aqua Utilities Florida (Aqua) routinely monitors for the presence of drinking water contaminants. Test results received for the fourth quarter of 2009 show that the Peace River Heights system exceeded the standard, or maximum contaminant level (MCL), for gross alpha particles. The standard for gross alpha particles is 15 picocuries per liter (pCi/L). The average level of gross alpha particles over the past year was 17.1 pCi/L.

#### What should I do?

You do not need to use an alternative water supply, such as bottled water. However, if you have specific health concerns, please consult your doctor.

#### What does this mean?

This is not an immediate risk. If it had been, you would have been notified immediately. However, certain minerals are naturally radioactive and may emit a form of radiation known as alpha radiation. Some people who drink water containing alpha emitters in excess of the MCL over many years may have an increased risk of getting cancer.

#### What is being done?

Since first receiving the results of elevated gross alpha particles, Aqua has conducted additional monitoring to investigate this issue including sending samples to additional certified laboratories and further analyzing the samples. The results of these tests so far point to problems with the analysis as the likely cause of an apparent recent increase in gross alpha. This notice reflects only compliance results from the original laboratory. Most other test results we have received have been below the MCL. While we continue to review the situation in consultation with the Florida Department of Environmental Protection (FDEP), we have also selected a treatment system for pilot testing that would be needed for design and permitting of treatment. We will also continue to collect quarterly samples and inform you of the test results.

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

Date distributed: 2/25/10

For more information, please contact:

|                    |                     |  |
|--------------------|---------------------|--|
| Responsible Person | System Name         | Aqua Utilities Florida<br>P.O. Box 490310<br>Leesburg, FL. 34749 |
| Patrick Farris     | Peace River Heights |  |
| Phone Number       | System PWSID #      |  |
| (352) 787-0980     | FL6251954           |  |

FL6251954  
2/25/10  
Aqua Utilities Florida  
P.O. Box 490310  
Leesburg, FL. 34749

# NOTICE TO THE PUBLIC

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

### Peace River Heights has Levels of Gross Alpha Particles Above Drinking Water Standards

The Peace River Heights water system has exceeded a drinking water standard in the third quarter of 2009. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

Aqua Utilities Florida (Aqua) routinely monitors for the presence of drinking water contaminants. Test results received for the third quarter of 2009 show that the Peace River Heights system exceeded the standard, or maximum contaminant level (MCL), for gross alpha particles. The standard for gross alpha particles is 15 picocuries per liter (pCi/L). The average level of gross alpha particles over the past year was 20.8 pCi/L.

#### What should I do?

You do not need to use an alternative water supply, such as bottled water. However, if you have specific health concerns, please consult your doctor.

#### What does this mean?

This is not an immediate risk. If it had been, you would have been notified immediately. However, certain minerals are naturally radioactive and may emit a form of radiation known as alpha radiation. Some people who drink water containing alpha emitters in excess of the MCL over many years may have an increased risk of getting cancer.

#### What is being done?

Since first receiving the results of elevated gross alpha particles, Aqua has been investigating historical test results and water quality. Samples from each of the two wells in the system were sent to two additional certified laboratories. These two sets of results did not confirm the results from the original compliance samples, and we continue to investigate this discrepancy. Only the original compliance sample results are included in the average value listed above. We have also installed a pilot sediment filter to help diagnose the issue and also determine whether sediment filtration would resolve it. Meanwhile, we will continue to collect quarterly samples and inform you of the test results.

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

Date distributed: December 1, 2009

For more information, please contact:

|                    |                     |  |
|--------------------|---------------------|--|
| Responsible Person | System Name         | Aqua Utilities Florida<br>P.O. Box 490310<br>Leesburg, FL. 34749 |
| Patrick Farris     | Peace River Heights |  |
| Phone Number       | System PWSID #      |  |
| (352) 787-0980     | FL6251954           |  |

RECEIVED  
DEC 1 2009  
AQUA UTILITIES FLORIDA  
OPERATIONS

# NOTICE TO THE PUBLIC

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

### Peace River Heights has Levels of Gross Alpha Particles Above Drinking Water Standards

The Peace River Heights water system has violated a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

We routinely monitor for the presence of drinking water contaminants. Test results received in May for samples collected in April for the second quarter of 2009 show that the Peace River Heights system exceeded the standard, or maximum contaminant level (MCL), for gross alpha particles. The standard for gross alpha particles is 15 picocuries per liter (pCi/L). The average level of gross alpha particles over the past year was 18.7 pCi/L.

#### What should I do?

You do not need to use an alternative water supply, such as bottled water. However, if you have specific health concerns, please consult your doctor.

#### What does this mean?

This is not an immediate risk. If it had been, you would have been notified immediately. However, certain minerals are naturally radioactive and may emit a form of radiation known as alpha radiation. Some people who drink water containing alpha emitters in excess of the MCL over many years may have an increased risk of getting cancer.

#### What is being done?

We are exploring options such as new treatment processes, simple changes to the well or the way it is operated, and alternative water supply sources to resolve the problem. Meanwhile, we will continue to collect quarterly samples and inform you of the test results.

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

Date distributed: September 10, 2009

For more information, please contact:

|                    |                     |  |
|--------------------|---------------------|--|
| Responsible Person | System Name         | Aqua Utilities Florida<br>P.O. Box 490310<br>Leesburg, FL. 34749 |
| Patrick Farris     | Peace River Heights |  |
| Phone Number       | System PWSID #      |  |
| (352) 787-0980     | FL6251954           |  |

COMMISSIONERS:  
NANCY ARGENZIANO, CHAIRMAN  
LISA POLAK EDGAR  
NATHAN A. SKOP  
DAVID E. KLEMENT  
BEN A. "STEVE" STEVENS III

STATE OF FLORIDA



DIVISION OF SERVICE, SAFETY &  
CONSUMER ASSISTANCE  
DANIEL M. HOPPE, DIRECTOR  
(850) 413-6480

## Public Service Commission

April 29, 2010

Reverend Reginald Franklin  
Peace River Heights Concerned Citizens  
P.O. Box 306  
Wauchula, FL 33873

RE: PSC Inquiry 940126C

Dear Reverend Franklin:

This is in response to the April 26, 2010, letter from the concerned citizens of Peace River Heights to the Florida Public Service Commission (PSC) regarding Aqua Utilities Florida, Incorporated (Aqua Utilities).

The Peace River concerned citizens expressed a concern about Aqua Utilities rates. On October 22, 2009, the Board of County Commissioners of Hardee County adopted Ordinance No. 2010-02, declaring privately-owned water and wastewater facilities in Hardee County to be subject to the provisions in Chapter 367, Florida Statutes and transferring jurisdiction to the PSC.

On January 22, 2010, Aqua Utilities filed an application for a certificate to provide water and wastewater service in Hardee County in the area known as Peace River Heights. Effective March 4, 2010, Aqua Utilities rates that were in effect when Hardee County rescinded jurisdiction were approved by the PSC. I have enclosed a copy of Order PSC-10-0205-FOF-WS granting Aqua Utilities' water and wastewater Certificate Nos. 649-W and 555-S for your review.

In addition, the Peace River Heights concerned citizens expressed a concern about water quality. You may contact the Florida Department of Environmental Protection about water quality matters, by using the following information:

**Florida Department of Environmental Protection  
Office of Citizen Services  
3900 Commonwealth Boulevard M.S. 49  
Tallahassee, Florida 32399**

**Telephone: 850-245-2118  
Facsimile: 850-245-2128**

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PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)



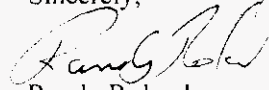
Reverend Reginald Franklin

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I hope this information is helpful. If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,



Randy Roland  
Regulatory Program Administrator  
Division of Service, Safety &  
Consumer Assistance

RR:mep

Enclosure