



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

RECEIVED-FPSC

11 JAN -3 PM 2: 08

COMMISSION
CLERK

January 3, 2011

Ms. Ann Cole, Director
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Betty Easley Conference Center, Room 110
Tallahassee, FL 32399-0850

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 - Phase II Monitoring Report

Dear Ms. Cole:

In accordance with Order No. PSC-10-0297-PAA-WS in Docket No. 080121-WS, enclosed are the original and seven (7) of the following reports and summaries relative to the Aqua Utilities Florida, Inc. ("AUF") Phase II Monitoring Plan for the month of November, 2010:

1. Management Quality Performance Report -- November 2010;
2. Florida Complaint Support Information Report -- November 2010;
3. Florida Score Card -- November 2010;
4. Call Center Monitoring Statistics - November 2010;
5. Call Quality Report -- November 2010;
6. Estimated Read Report -- November 2010;
7. Aged Service Orders Reports; and,

COM _____
 APA _____
 ECR 6 _____
 GCL 1 _____
 RAD _____
 SSC _____
 ADM _____
 OPC _____
 CLK _____

DOCUMENT NUMBER-DATE

00028 JAN-3 =

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Please acknowledge receipt of this filing by stamping the extra copy of this letter “filed” and returning the copy to me. There is no need to return the attachments, just a copy of the cover letter.

Thank you for your assistance.

Sincerely,



Troy Rendell
Rates Manager

Enclosure

cc: Bruce May, Holland & Knight
Charles Beck, Esq.
Cecilia Bradley, Esq.
Kimberly A. Joyce, Esq.

Aqua Utilities Florida, Inc.

Docket No. 080121-WS

Florida Public Service Commission

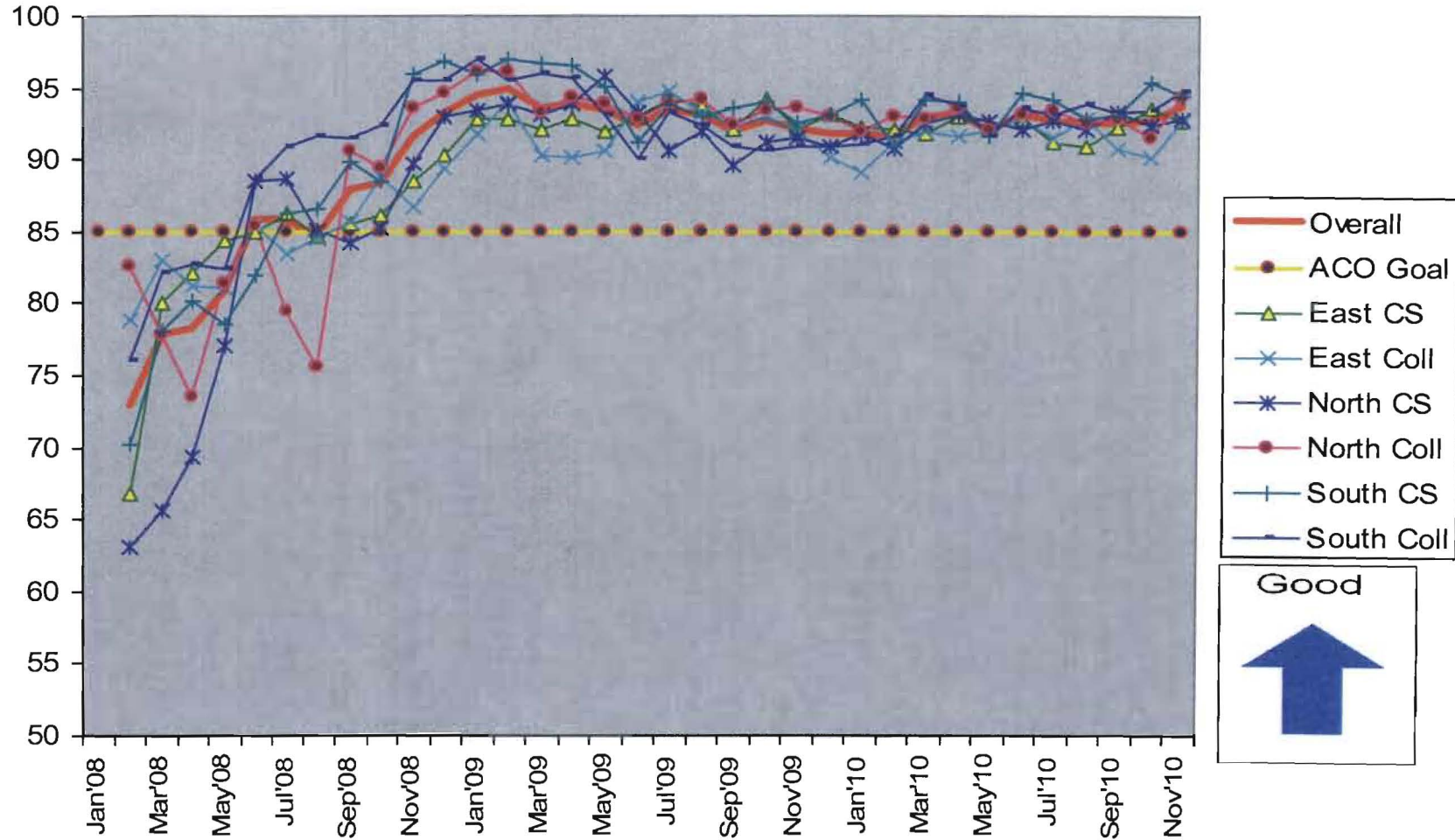
Phase II Monitoring

Call Quality Report

November 2010

DOCUMENT NUMBER-DATE
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CSR Call Quality Scores



Aqua Utilities Florida, Inc.

Docket No. 080121-WS

Florida Public Service Commission

Phase II Monitoring

Management Quality Performance Report

November 2010

QUALITY PERFORMANCE REPORT

Florida Customers

| Nov-10 | | Percent | Total Calls |
|--------------------|-----------------------------|-------------|--------------|
| 1 | Move In or Move Out | 16% | 919 |
| 2 | Pay by Phone - Speedpay | 14% | 797 |
| 3 | No Water | 11% | 641 |
| 4 | Verify Account Balance | 9% | 556 |
| 5 | Customer Account Changes | 7% | 411 |
| 6 | Shut-Off Notice | 5% | 267 |
| 7 | Payment Confirmation Number | 4% | 255 |
| 8 | Payment Arrangement | 4% | 248 |
| 9 | Explain Bill | 4% | 236 |
| 10 | Restore Service | 4% | 221 |
| 11 | Verify Receipt of Payment | 2% | 142 |
| 12 | Boil Water Notice Inquiry | 2% | 122 |
| 13 | High Bill Complaint | 2% | 116 |
| 14 | Turn On or Turn Off Service | 2% | 88 |
| 15 | Service Line Leak | 1% | 80 |
| 16 | Dispute Bill | 1% | 71 |
| 17 | Low Pressure | 1% | 65 |
| 18 | Leak Adjustment | 1% | 62 |
| 19 | Waive Late Fees | 1% | 54 |
| 20 | Payment Location Inquiry | 1% | 46 |
| | All Other Calls | 8% | 489 |
| Total calls | | 100% | 5,886 |

Aqua Utilities Florida, Inc.

Docket No. 080121-WS

Florida Public Service Commission

Phase II Monitoring

Florida Scorecard – Operational Service Metrics

November 2010

| Customer Service - November | | |
|---|---------------|---------------|
| | Target | Actual |
| Read Rate of Metered Accounts | 99.00% | 99.20% |
| % of cycles completed on scheduled date (+ or - 1 Day) | 100.00% | 100.00% |
| Overall Estimate Rate | 0.80% | 0.20% |
| Accounts Estimated > 90 days | 0.15% | 0.11% |
| Percentage of Active Accounts Not Billed | 0.06% | 0.26% |

Aqua Utilities Florida, Inc.

Docket No. 080121-WS

Florida Public Service Commission

Phase II Monitoring

Call Center Monitoring Statics

November 2010

| Call Center Statistics | September-10 | October-10 | November-10 | EXPLANATION OF STATISTICS |
|--------------------------------|---------------------------------------|--------------------------------------|--------------------------------------|---|
| States | PA,NC,VA,TX,FL,OH,NJ, IL,MO,IN,NY* | PA,NC,VA,TX,FL,OH,NJ, IL,MO,IN,NY | PA,NC,VA,TX,FL,OH,NJ, IL,MO,IN,NY | Refers to states where Aqua customers are serviced by call centers |
| Customers (approx.) | 893,261 | 940,279 | 940,279 | Refers to the approximate number of customers being serviced by the call centers |
| Total Calls | 92,000 | 92,755 | 90,823 | The number of total calls that were received through the toll-free number that went into a service queue (does not include customers who used self-serve options) |
| Days Open | 21 | 21 | 21 | Days in month that call centers were open for business |
| Average Calls/Day | 4,381 | 4,417 | 4,325 | Calculated by dividing Total Calls by Days Open |
| Abandon Rate | 3.1% | 4.2% | 2.7% | Percentage of Total Calls where customers disconnected (abandoned) prior to a CSR answering. |
| Calls Answered in < 90 seconds | 85% | 79% | 87% | Percentage of calls where a CSR answered in 90 seconds or less |
| Average Speed to Answer | 33 sec | 44 sec | 28 sec | The average time in seconds that a customer waited before their call was answered by a CSR. |
| Average Handle Time | 4:31 | 4:35 | 4:26 | The average for all answered calls of total talk time plus total hold time plus any time for after call work completed by the CSR |
| Average #CSR/Day | 65.6 | 65.1 | 65.3 | The average number of CSRs who logged in each day during the stated month |
| Calls Answered | 89,148 | 88,859 | 88,371 | Total Calls less abandoned calls |

Aqua Utilities Florida, Inc.

Docket No. 080121-WS

Florida Public Service Commission

Phase II Monitoring

Aged Service Orders Reports

November 2010

Aqua America Aged Service Orders*
FL - All Florida
Status: O - Needs to be Worked in the Field
Run Date: 11/5/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|----------|----------|-----------|-----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| REPR | REPAIR/INVESTIGATION | 0 | 0 | 2 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 13 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| TONN | TURN WATER ON | 0 | 3 | 5 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 |
| Totals | | 0 | 3 | 13 | 24 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 44 |

*Designated Types

Aqua America Aged Service Orders*
84 - Leesburg
Status: O - Needs to be Worked in the Field
Run Date: 11/5/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| TONN | TURN WATER ON | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Totals | | 0 | 0 | 1 | 8 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 11 |

*Designated Types

Aqua America Aged Service Orders*
85 - Lake Suzy
Status: O - Needs to be Worked in the Field
Run Date: 11/5/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| REPR | REPAIR/INVESTIGATION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |

*Designated Types

Aqua America Aged Service Orders*
86 - Putnam
Status: O - Needs to be Worked in the Field
Run Date: 11/5/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

*Designated Types

Aqua America Aged Service Orders*
87 - Lake Gibson
Status: O - Needs to be Worked in the Field
Run Date: 11/5/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Totals | | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |

*Designated Types

Aqua America Aged Service Orders*
89 - Seminole/FL Comm
Status: O - Needs to be Worked in the Field
Run Date: 11/5/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |

*Designated Types

Aqua America Aged Service Orders*
 90 - Ocala
 Status: O - Needs to be Worked in the Field
 Run Date: 11/5/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|-----|------|-------|-------|-------|-------|--------|---------|---------|---------|------|-------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |

*Designated Types

Aqua America Aged Service Orders*
91 - Palm Beach
Status: O - Needs to be Worked in the Field
Run Date: 11/5/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|-----|------|-------|-------|-------|-------|--------|---------|---------|---------|------|-------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURE | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

*Designated Types

Aqua America Aged Service Orders*
92 - South Seas
Status: O - Needs to be Worked in the Field
Run Date: 11/5/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |

*Designated Types

Aqua America Aged Service Orders*
93 - Sunny Hills/Washington
Status: O - Needs to be Worked in the Field
Run Date: 11/5/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |

*Designated Types

Aqua America Aged Service Orders*
 94 - Palm Terrace
 Status: O - Needs to be Worked in the Field
 Run Date: 11/5/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|-----|------|-------|-------|-------|-------|--------|---------|---------|---------|------|-------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 0 | 0 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |

*Designated Types

Aqua America Aged Service Orders*
95 - Sebring
Status: O - Needs to be Worked in the Field
Run Date: 11/5/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|-----|------|-------|-------|-------|-------|--------|---------|---------|---------|------|-------|
| BE NN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 0 | 0 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 3 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| Totals | | 0 | 3 | 3 | 4 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 11 |

*Designated Types

Aqua America Aged Service Orders*
NO - No Orders
Status: O - Needs to be Worked in the Field
Run Date: 11/5/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

*Designated Types

Aqua America Aged Service Orders*
FL - All Florida
Status: O - Needs to be Worked in the Field
Run Date: 11/12/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| BENN | BENCH TEST | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 4 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| TOFF | TURN WATER OFF | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 11 | 5 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 17 |

*Designated Types

Aqua America Aged Service Orders*
84 - Leesburg
Status: O - Needs to be Worked in the Field
Run Date: 11/12/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|-----|------|-------|-------|-------|-------|--------|---------|---------|---------|------|-------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 4 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |

*Designated Types

Aqua America Aged Service Orders*
85 - Lake Suzy
Status: O - Needs to be Worked in the Field
Run Date: 11/12/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |

*Designated Types

Aqua America Aged Service Orders*
86 - Putnam
Status: O - Needs to be Worked in the Field
Run Date: 11/12/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

*Designated Types

Aqua America Aged Service Orders*
87 - Lake Gibson
Status: O - Needs to be Worked in the Field
Run Date: 11/12/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|-----|------|-------|-------|-------|-------|--------|---------|---------|---------|------|-------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |

*Designated Types

Aqua America Aged Service Orders*
89 - Seminole/FL Comm
Status: O - Needs to be Worked in the Field
Run Date: 11/12/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |

*Designated Types

Aqua America Aged Service Orders*
90 - Ocala
Status: O - Needs to be Worked in the Field
Run Date: 11/12/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| BENN | BENCH TEST | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 0 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |

*Designated Types

Aqua America Aged Service Orders*
91 - Palm Beach
Status: O - Needs to be Worked in the Field
Run Date: 11/12/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|-----|------|-------|-------|-------|-------|--------|---------|---------|---------|------|-------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

*Designated Types

Aqua America Aged Service Orders*
92 - South Seas
Status: O - Needs to be Worked in the Field
Run Date: 11/12/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-50 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |

*Designated Types

Aqua America Aged Service Orders*
93 - Sunny Hills/Washington
Status: O - Needs to be Worked in the Field
Run Date: 11/12/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|-----|------|-------|-------|-------|-------|--------|---------|---------|---------|------|-------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

*Designated Types

Aqua America Aged Service Orders*
94 - Palm Terrace
Status: O - Needs to be Worked in the Field
Run Date: 11/12/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-30 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|-----|------|-------|-------|-------|-------|--------|---------|---------|---------|------|-------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

*Designated Types

Aqua America Aged Service Orders*
95 - Sebring
Status: O - Needs to be Worked in the Field
Run Date: 11/12/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |

*Designated Types

Aqua America Aged Service Orders*
NO - No Orders
Status: O - Needs to be Worked in the Field
Run Date: 11/12/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|-----|------|-------|-------|-------|-------|--------|---------|---------|---------|------|-------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

*Designated Types

Aqua America Aged Service Orders*
FL - All Florida
Status: O - Needs to be Worked in the Field
Run Date: 11/19/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| HIC | HIGH CONSUMPTION | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| LABC | LAB - CHEMICAL CONTENT | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| LABD | LAB - DISCOLORED WATER | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| REPR | REPAIR/INVESTIGATION | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| TONN | TURN WATER ON | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Totals | | 16 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 16 |

*Designated Types

Aqua America Aged Service Orders*
84 - Leesburg
Status: O - Needs to be Worked in the Field
Run Date: 11/19/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|-----|------|-------|-------|-------|-------|--------|---------|---------|---------|------|-------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABC | LAB - CHEMICAL CONTENT | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |

*Designated Types

Aqua America Aged Service Orders*
85 - Lake Suzy
Status: O - Needs to be Worked in the Field
Run Date: 11/19/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

*Designated Types

Aqua America Aged Service Orders*
86 - Putnam
Status: O - Needs to be Worked in the Field
Run Date: 11/19/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|-----|------|-------|-------|-------|-------|--------|---------|---------|---------|------|-------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

*Designated Types

Aqua America Aged Service Orders*
87 - Lake Gibson
Status: O - Needs to be Worked in the Field
Run Date: 11/19/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|-----|------|-------|-------|-------|-------|--------|---------|---------|---------|------|-------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |

*Designated Types

Aqua America Aged Service Orders*
89 - Seminole/FL Comm
Status: O - Needs to be Worked in the Field
Run Date: 11/19/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|-----|------|-------|-------|-------|-------|--------|---------|---------|---------|------|-------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

*Designated Types

Aqua America Aged Service Orders*
 90 - Ocala
 Status: O - Needs to be Worked in the Field
 Run Date: 11/19/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|-----|------|-------|-------|-------|-------|--------|---------|---------|---------|------|-------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |

*Designated Types

Aqua America Aged Service Orders*
91 - Palm Beach
Status: O - Needs to be Worked in the Field
Run Date: 11/19/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Totals | | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |

*Designated Types

Aqua America Aged Service Orders*
92 - South Seas
Status: O - Needs to be Worked in the Field
Run Date: 11/19/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|-----|------|-------|-------|-------|-------|--------|---------|---------|---------|------|-------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |

*Designated Types

Aqua America Aged Service Orders*
93 - Sunny Hills/Washington
Status: O - Needs to be Worked in the Field
Run Date: 11/19/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|-----|------|-------|-------|-------|-------|--------|---------|---------|---------|------|-------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

*Designated Types

Aqua America Aged Service Orders*
94 - Palm Terrace
Status: O - Needs to be Worked in the Field
Run Date: 11/19/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| REPR | REPAIR/INVESTIGATION | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |

*Designated Types

Aqua America Aged Service Orders*
95 - Sebring
Status: O - Needs to be Worked in the Field
Run Date: 11/19/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|-----|------|-------|-------|-------|-------|--------|---------|---------|---------|------|-------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

*Designated Types

Aqua America Aged Service Orders*
NO - No Orders
Status: O - Needs to be Worked in the Field
Run Date: 11/19/2010

| Service Order Type | Service Order Description | 1-7 | 8-14 | 15-21 | 22-28 | 29-60 | 61-90 | 91-120 | 121-200 | 201-300 | 301-400 | >400 | TOTAL |
|--------------------|--------------------------------------|-----|------|-------|-------|-------|-------|--------|---------|---------|---------|------|-------|
| BENN | BENCH TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURB | CURB BOX MAINTENANCE - MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIC | HIGH CONSUMPTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABC | LAB - CHEMICAL CONTENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABD | LAB - DISCOLORED WATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LABT | LAB - TASTE & ODOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MSMT | MISCELLANEOUS MAINTENANCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRES | PRESSURE - DISTRIBUTION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPR | REPAIR/INVESTIGATION | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RMTR | READ METER SERVICES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RPST | REPAIR STREET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RRMT | RE-READ METER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLM | SEWER LATERAL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SVLK | SERVICE LEAK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOFF | TURN WATER OFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TONN | TURN WATER ON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

*Designated Types

Aqua Utilities Florida, Inc.

Docket No. 080121-WS

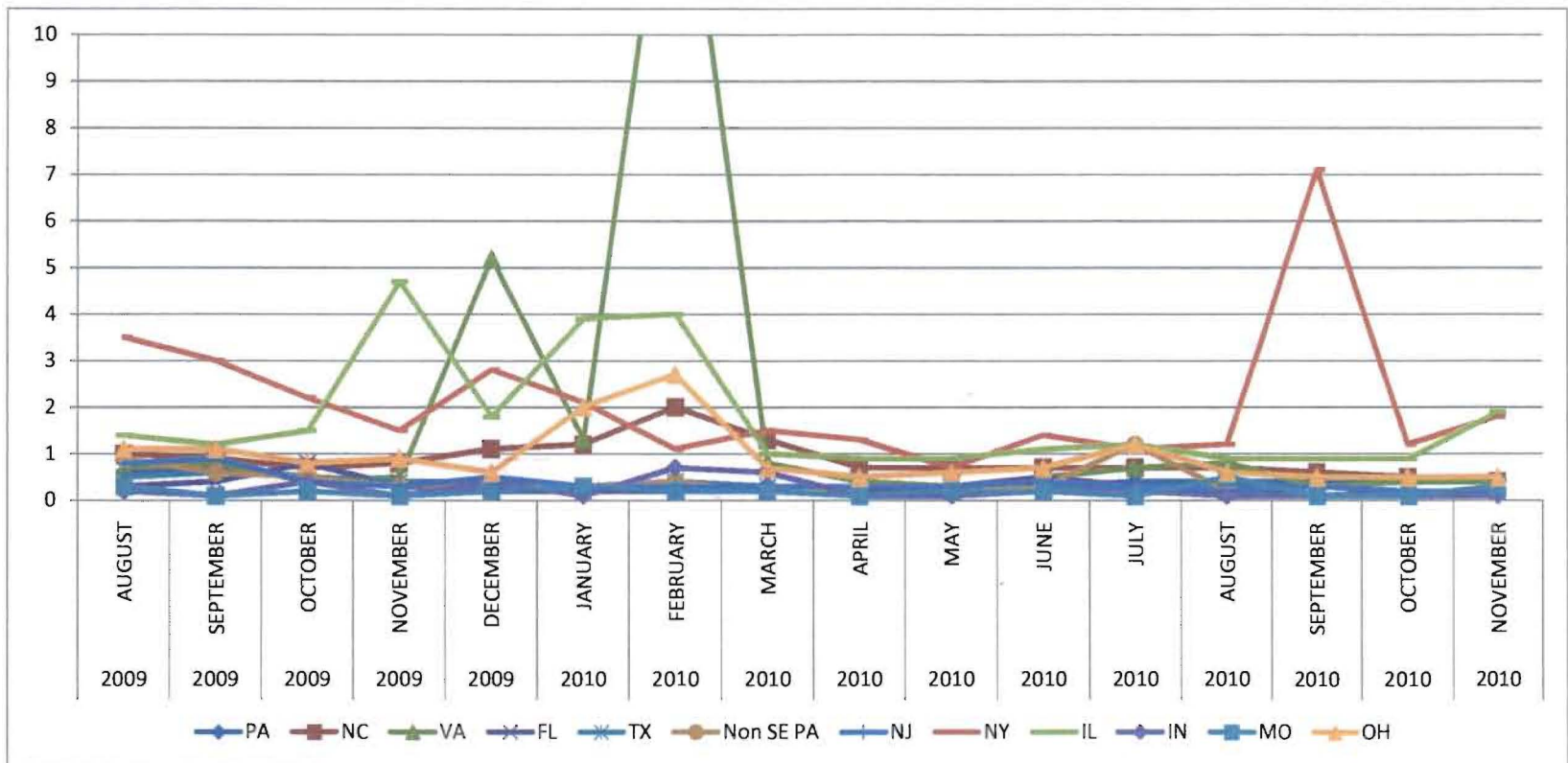
Florida Public Service Commission

Phase II Monitoring

Estimated Read Report

November 2010

| Year Month | PA | NC | VA | FL | TX | Non SE PA | NJ | NY | IL | IN | MO | OH |
|----------------|-----|-----|------|-----|-----|-----------|-----|-----|-----|-----|-----|-----|
| 2009 AUGUST | 0.6 | 1 | 0.7 | 0.3 | 0.5 | 0.9 | 0.8 | 3.5 | 1.4 | 0.2 | 0.3 | 1.1 |
| 2009 SEPTEMBER | 0.7 | 0.9 | 0.8 | 0.4 | 0.6 | 0.6 | 0.9 | 3 | 1.2 | 0.1 | 0.1 | 1.1 |
| 2009 OCTOBER | 0.5 | 0.7 | 0.4 | 0.8 | 0.5 | 0.5 | 0.4 | 2.2 | 1.5 | 0.4 | 0.2 | 0.8 |
| 2009 NOVEMBER | 0.4 | 0.8 | 0.5 | 0.3 | 0.4 | 0.3 | 0.3 | 1.5 | 4.7 | 0.1 | 0.1 | 0.9 |
| 2009 DECEMBER | 0.4 | 1.1 | 5.2 | 0.2 | 0.3 | 0.4 | 0.5 | 2.8 | 1.8 | 0.4 | 0.2 | 0.6 |
| 2010 JANUARY | 0.3 | 1.2 | 1.3 | 0.2 | 0.3 | 0.3 | 0.3 | 2.1 | 3.9 | 0.1 | 0.3 | 2 |
| 2010 FEBRUARY | 0.4 | 2 | 15.4 | 0.2 | 0.4 | 0.4 | 0.3 | 1.1 | 4 | 0.7 | 0.2 | 2.7 |
| 2010 MARCH | 0.3 | 1.3 | 0.8 | 0.3 | 0.3 | 0.2 | 0.3 | 1.5 | 1 | 0.6 | 0.2 | 0.7 |
| 2010 APRIL | 0.3 | 0.7 | 0.4 | 0.2 | 0.3 | 0.3 | 0.3 | 1.3 | 0.9 | 0.1 | 0.1 | 0.5 |
| 2010 MAY | 0.3 | 0.7 | 0.3 | 0.3 | 0.3 | 0.3 | 0.3 | 0.7 | 0.9 | 0.1 | 0.2 | 0.6 |
| 2010 JUNE | 0.3 | 0.7 | 0.5 | 0.5 | 0.3 | 0.3 | 0.4 | 1.4 | 1.1 | 0.2 | 0.2 | 0.7 |
| 2010 JULY | 0.4 | 0.7 | 0.7 | 0.3 | 0.3 | 1.2 | 0.3 | 1.1 | 1.2 | 0.2 | 0.1 | 1.2 |
| 2010 AUGUST | 0.4 | 0.7 | 0.8 | 0.2 | 0.3 | 0.2 | 0.2 | 1.2 | 0.9 | 0.1 | 0.5 | 0.6 |
| 2010 SEPTEMBER | 0.4 | 0.6 | 0.3 | 0.1 | 0.3 | 0.3 | 0.3 | 7.1 | 0.9 | 0.1 | 0.1 | 0.5 |
| 2010 OCTOBER | 0.4 | 0.5 | 0.4 | 0.2 | 0.2 | 0.2 | 0.2 | 1.2 | 0.9 | 0.1 | 0.1 | 0.5 |
| 2010 NOVEMBER | 0.4 | 0.4 | 0.4 | 0.2 | 0.2 | 0.2 | 0.2 | 1.8 | 1.9 | 0.1 | 0.3 | 0.5 |



Aqua Utilities Florida, Inc.

Docket No. 080121-WS

Florida Public Service Commission

Phase II Monitoring

Florida Compliant Support Information Report

November 2010

Florida Customer Contacts

November 2010

| System | CITY | CCS Reason | Total |
|-------------------------|----------------|------------|-------|
| 48 ESTATES | LEESBURG | COLLECTION | 2 |
| | | SUPV_CALLB | 1 |
| | LEESBURG Total | | 3 |
| 48 ESTATES Total | | | 3 |
| ARREDONDO ESTATES | GAINESVILLE | CLAIMS | 1 |
| | | COLOR | 1 |
| | | DUPL_BILL | 1 |
| | | LEAK_ADJ | 8 |
| | | MAIN_BRK | 4 |
| | | METER_PROB | 1 |
| | | NO_WATER | 28 |
| | | OTHER_WT_Q | 2 |
| | PRESSURE | 2 | |
| GAINESVILLE Total | | 48 | |
| ARREDONDO ESTATES Total | | | 48 |
| ARREDONDO FARMS | GAINESVILLE | BILL_CRCTN | 1 |
| | | BILL_DISP | 1 |
| | | COLOR | 2 |
| | | DUPL_BILL | 3 |
| | | HIGH_BILL | 2 |
| | | LEAK_ADJ | 2 |
| | | LOST_PYMT | 1 |
| | | MAIN_BRK | 1 |
| | | NO_BILL | 1 |
| | | NO_WATER | 13 |
| | | OTHER_WT_Q | 3 |
| | | PRESSURE | 4 |
| | | SERV_LEAK | 3 |
| | SEWER | 5 | |
| GAINESVILLE Total | | 42 | |
| ARREDONDO FARMS Total | | | 42 |
| BEECHERS POINT | WELAKA | METER_EXCH | 1 |
| | | NO_WATER | 13 |
| WELAKA Total | | 14 | |
| BEECHERS POINT Total | | | 14 |
| BREEZE HILL | LAKE WALES | BILL_DISP | 4 |
| | | HIGH_BILL | 4 |
| | | SERV_LEAK | 1 |
| LAKE WALES Total | | 9 | |
| BREEZE HILL Total | | | 9 |
| CARLTON VILLAGE | LADY LAKE | MISAP_PYMT | 2 |

Florida Customer Contacts

November 2010

| System | CITY | CCS Reason | Total |
|--------------------------------|-----------------|----------------|------------|
| CARLTON VILLAGE | LADY LAKE | NO_WATER | 2 |
| | LADY LAKE Total | | 4 |
| CARLTON VILLAGE Total | | | 4 |
| CHULUOTA | CHULUOTA | BILL_DISP | 2 |
| | | CURBBOX_M | 1 |
| | | HIGH_BILL | 2 |
| | | LEAK_ADJ | 4 |
| | | METER_PROB | 1 |
| | | MISAP_PYMT | 1 |
| | | NO_BILL | 1 |
| | | NO_WATER | 1 |
| | | OTHER_WT_Q | 3 |
| | | SERV_LEAK | 1 |
| | | SUPV_CALLB | 1 |
| | | TASTE_ODOR | 1 |
| | | CHULUOTA Total | |
| | OVIEDO | OVIEDO | COLLECTION |
| DUPL_BILL | | | 1 |
| LEAK_ADJ | | | 1 |
| SERV_LEAK | | | 1 |
| ZERO_USE | | | 1 |
| OVIEDO Total | | 5 | |
| CHULUOTA Total | | | 24 |
| EAST LAKE HARRIS ESTATES | ASTATULA | MISAP_PYMT | 2 |
| | ASTATULA Total | | 2 |
| EAST LAKE HARRIS ESTATES Total | | | 2 |
| FAIRWAYS @ MT. PLYMOUTH | SORRENTO | BILL_DISP | 1 |
| | | COLLECTION | 1 |
| | | RATES | 2 |
| | | SEWER | 1 |
| | | SUPV_CALLB | 1 |
| | SORRENTO Total | | 6 |
| FAIRWAYS @ MT. PLYMOUTH Total | | | 6 |
| FERN TERRACE | LEESBURG | HIGH_BILL | 6 |
| | | SERV_LEAK | 2 |
| | LEESBURG Total | | 8 |
| FERN TERRACE Total | | | 8 |
| FRIENDLY CENTER | ASTATULA | BILL_DISP | 1 |
| | | LEAK_ADJ | 1 |
| | ASTATULA Total | | 2 |
| FRIENDLY CENTER Total | | | 2 |
| GIBSONIA ESTATES | LAKELAND | COLLECTION | 1 |
| | | LEAK_ADJ | 1 |
| | | MAIN_BRK | 1 |
| | | NO_WATER | 1 |
| | | SERV_LEAK | 1 |
| | LAKELAND Total | | 5 |

Florida Customer Contacts

November 2010

| System | CITY | CCS Reason | Total |
|-------------------------------|--------------------------------|------------|-----------|
| GIBSONIA ESTATES Total | | | 5 |
| GRAND TERRACE | GRAND ISLAND | BILL_CRCTN | 2 |
| | | COLOR | 1 |
| | | NO_BILL | 1 |
| | GRAND ISLAND Total | | 4 |
| GRAND TERRACE Total | | | 4 |
| HAINES CREEK | LEESBURG | HIGH_BILL | 1 |
| | | LEAK_ADJ | 1 |
| | LEESBURG Total | | 2 |
| HAINES CREEK Total | | | 2 |
| HARMONY HOMES | ALTAMONTE SPRINGS | CURBBOX_M | 2 |
| | ALTAMONTE SPRINGS Total | | 2 |
| HARMONY HOMES Total | | | 2 |
| HERMITS COVE | SATSUMA | COLOR | 2 |
| | | NO_WATER | 8 |
| | | OTHER_WT_Q | 3 |
| | | SERV_LEAK | 2 |
| | | ZIPCK_PROB | 1 |
| | SATSUMA Total | | 16 |
| HERMITS COVE Total | | | 16 |
| HOBBY HILLS | LADY LAKE | BILL_DISP | 1 |
| | | CURBBOX_M | 1 |
| | | HIGH_BILL | 1 |
| | | MAIN_BRK | 1 |
| | | NO_BILL | 1 |
| | | NO_WATER | 2 |
| | | SERV_LEAK | 1 |
| | LADY LAKE Total | | 8 |
| HOBBY HILLS Total | | | 8 |
| HOLIDAY HAVEN | ASTOR | LEAK_ADJ | 1 |
| | | SEWER | 3 |
| | ASTOR Total | | 4 |
| HOLIDAY HAVEN Total | | | 4 |
| IMPERIAL | TAVARES | HIGH_BILL | 1 |
| | | TASTE_ODOR | 1 |
| | TAVARES Total | | 2 |
| IMPERIAL Total | | | 2 |
| INTERLACHEN PARK | INTERLACHEN | HIGH_BILL | 2 |
| | | METER_PROB | 1 |
| | | NO_WATER | 1 |
| | INTERLACHEN Total | | 4 |
| INTERLACHEN PARK Total | | | 4 |
| JASMINE LAKES | PORT RICHEY | BILL_CRCTN | 3 |
| | | BILL_DISP | 1 |
| | | COLLECTION | 1 |
| | | CURBBOX_M | 1 |
| | | DUPL_BILL | 3 |
| | | HIGH_BILL | 3 |
| | | NO_BILL | 4 |
| | | NO_WATER | 26 |
| | | OTHER_WT_Q | 1 |

Florida Customer Contacts

November 2010

| System | CITY | CCS Reason | Total |
|---------------------------|----------------|------------|-------|
| JASMINE LAKES | PORT RICHEY | RATES | 2 |
| | | SERV_LEAK | 2 |
| | | SEWER | 6 |
| | | SUPV_CALLB | 1 |
| | | TASTE_ODOR | 1 |
| PORT RICHEY Total | | | 55 |
| JASMINE LAKES Total | | | 55 |
| JUNGLE DEN | ASTOR | DUPL_BILL | 1 |
| | | LEAK_ADJ | 1 |
| | | SERV_LEAK | 2 |
| ASTOR Total | | | 4 |
| JUNGLE DEN Total | | | 4 |
| KINGS COVE | FRUITLAND PARK | CURBBOX_M | 1 |
| | | HIGH_BILL | 2 |
| | | LEAK_ADJ | 2 |
| | | SERV_LEAK | 1 |
| FRUITLAND PARK Total | | | 6 |
| KINGS COVE Total | | | 6 |
| KINGSWOOD | MIMS | BILL_DISP | 1 |
| | | HIGH_BILL | 1 |
| MIMS Total | | | 2 |
| KINGSWOOD Total | | | 2 |
| LAKE GIBSON ESTATES | LAKELAND | BILL_CRCTN | 1 |
| | | BILL_DISP | 4 |
| | | CLAIMS | 1 |
| | | COLLECTION | 1 |
| | | COLOR | 10 |
| | | DUPL_BILL | 3 |
| | | HIGH_BILL | 1 |
| | | MAIN_BRK | 3 |
| | | METER_PROB | 2 |
| | | MISAP_PYMT | 4 |
| | | NO_BILL | 1 |
| | | NO_WATER | 6 |
| | | OTHER_WT_Q | 26 |
| | | PRESSURE | 9 |
| | | SERV_LEAK | 3 |
| SEWER | 1 | | |
| LAKELAND Total | | | 76 |
| LAKE GIBSON ESTATES Total | | | 76 |
| LAKE JOSEPHINE | SEBRING | HIGH_BILL | 3 |
| | | LEAK_ADJ | 2 |
| | | METER_PROB | 1 |
| | | NO_WATER | 9 |
| SEBRING Total | | | 15 |
| LAKE JOSEPHINE Total | | | 15 |
| LAKE OSBORNE EST | LAKE WORTH | BILL_DISP | 1 |

Florida Customer Contacts

November 2010

| System | CITY | CCS Reason | Total |
|-------------------------------|--------------------------|------------|------------|
| LAKE OSBORNE EST | LAKE WORTH | COLOR | 1 |
| | | HIGH_BILL | 4 |
| | | MAIN_BRK | 10 |
| | | NO_WATER | 115 |
| | | OTHER_WT_Q | 43 |
| | | PRESSURE | 13 |
| | | SERV_LEAK | 2 |
| | | SUPV_CALLB | 1 |
| | | TASTE_ODOR | 1 |
| | LAKE WORTH Total | | 191 |
| | LANTANA | MAIN_BRK | 1 |
| NO_WATER | | 3 | |
| LANTANA Total | | 4 | |
| LAKE OSBORNE EST Total | | | 195 |
| LAKE SUZY | LAKE SUZY | BILL_CRCTN | 1 |
| | | BILL_DISP | 2 |
| | | HIGH_BILL | 1 |
| | | LEAK_ADJ | 2 |
| | | METER_PROB | 1 |
| | | SERV_LEAK | 1 |
| | LAKE SUZY Total | | 8 |
| LAKE SUZY Total | | | 8 |
| LEISURE LAKES | LAKE PLACID | HIGH_BILL | 1 |
| | | LEAK_ADJ | 1 |
| | | NO_WATER | 3 |
| | | SERV_LEAK | 4 |
| | | ZIPCK_PROB | 1 |
| | LAKE PLACID Total | | 10 |
| LEISURE LAKES Total | | | 10 |
| OAKWOOD | MIMS | LEAK_ADJ | 1 |
| | | NO_WATER | 12 |
| | | PRESSURE | 3 |
| | | SUPV_CALLB | 1 |
| | MIMS Total | | 17 |
| OAKWOOD Total | | | 17 |
| OCALA OAKS | BELLEVIEW | METER_PROB | 1 |
| | | NO_BILL | 1 |
| | | PRESSURE | 1 |
| | BELLEVIEW Total | | 3 |
| | OCALA | BILL_DISP | 3 |
| | | COLOR | 1 |
| | | DUPL_BILL | 1 |
| | | HIGH_BILL | 6 |
| | | MAIN_BRK | 1 |
| | | METER_PROB | 1 |
| NO_BILL | | 1 | |

Florida Customer Contacts

November 2010

| System | CITY | CCS Reason | Total |
|-----------------------------|--------------------|------------|------------|
| OCALA OAKS | OCALA | NO_WATER | 1 |
| | | SERV_LEAK | 6 |
| | | SUPV_CALLB | 1 |
| | OCALA Total | | 22 |
| | SUMMERFIELD | HIGH_BILL | 3 |
| SERV_LEAK | | 2 | |
| SUMMERFIELD Total | | 5 | |
| OCALA OAKS Total | | | 30 |
| ORANGE HILL | WINTER HAVEN | BILL_DISP | 1 |
| | | HIGH_BILL | 3 |
| | | LEAK_ADJ | 4 |
| | | METER_PROB | 1 |
| | | SERV_LEAK | 2 |
| WINTER HAVEN Total | | 11 | |
| ORANGE HILL Total | | | 11 |
| PALM PORT | EAST PALATKA | NO_WATER | 3 |
| | | PRESSURE | 1 |
| EAST PALATKA Total | | 4 | |
| PALM PORT Total | | | 4 |
| PALM TERRACE | PORT RICHEY | BILL_DISP | 4 |
| | | CLAIMS | 5 |
| | | COLLECTION | 1 |
| | | CURBBOX_M | 3 |
| | | HIGH_BILL | 3 |
| | | LEAK_ADJ | 2 |
| | | MAIN_BRK | 1 |
| | | METER_PROB | 8 |
| | | NO_WATER | 324 |
| | | OTHER_WT_Q | 35 |
| | | PRESSURE | 9 |
| | | RATES | 2 |
| | | SERV_LEAK | 8 |
| | | SEWER | 4 |
| | | SUPV_CALLB | 1 |
| | | TASTE_ODOR | 1 |
| ZERO_USE | 1 | | |
| PENLTY_ADJ | 2 | | |
| PORT RICHEY Total | | 414 | |
| PALM TERRACE Total | | | 414 |
| PALMS MHP | LEESBURG | HIGH_BILL | 1 |
| | | MAIN_BRK | 1 |
| | | ZIPCK_PROB | 1 |
| LEESBURG Total | | 3 | |
| PALMS MHP Total | | | 3 |
| PEACE RIVER | WAUCHULA | HIGH_BILL | 1 |
| | | NO_WATER | 10 |
| WAUCHULA Total | | 11 | |
| PEACE RIVER Total | | | 11 |
| PICCIOLA ISLAND | FRUITLAND PARK | CURBBOX_M | 1 |
| | | METER_PROB | 2 |
| | | SERV_LEAK | 5 |
| FRUITLAND PARK Total | | 8 | |

Florida Customer Contacts

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| System | CITY | CCS Reason | Total |
|------------------------------|-----------------------------|------------|-----------|
| PICCIOLA ISLAND Total | | | 8 |
| PINE VALLEY | HOMOSASSA | LEAK_ADJ | 1 |
| | | MISAP_PYMT | 1 |
| | HOMOSASSA Total | | 2 |
| PINE VALLEY Total | | | 2 |
| PINEY WOODS | FRUITLAND PARK | BILL_DISP | 1 |
| | | HIGH_BILL | 1 |
| | | PRESSURE | 1 |
| | | SERV_LEAK | 1 |
| | | ZERO_USE | 2 |
| | FRUITLAND PARK Total | | 6 |
| PINEY WOODS Total | | | 6 |
| POMONA PARK | POMONA PARK | COLLECTION | 1 |
| | | CURBBOX_M | 1 |
| | | EST_BILL | 1 |
| | | HIGH_BILL | 2 |
| | | MISAP_PYMT | 2 |
| | POMONA PARK Total | | 7 |
| POMONA PARK Total | | | 7 |
| QUAIL RIDGE | LEESBURG | HIGH_BILL | 2 |
| | LEESBURG Total | | 2 |
| QUAIL RIDGE Total | | | 2 |
| RAVENSWOOD | LEESBURG | BILL_DISP | 1 |
| | | SERV_LEAK | 1 |
| | LEESBURG Total | | 2 |
| RAVENSWOOD Total | | | 2 |
| RIVER GROVE | EAST PALATKA | BILL_DISP | 1 |
| | | HIGH_BILL | 8 |
| | | METER_PROB | 3 |
| | | RATES | 2 |
| | EAST PALATKA Total | | 14 |
| RIVER GROVE Total | | | 14 |
| ROSAIE OAKS | LAKE WALES | HIGH_BILL | 1 |
| | | RATES | 1 |
| | LAKE WALES Total | | 2 |
| ROSAIE OAKS Total | | | 2 |
| SARATOGA HARBOUR | SATSUMA | BILL_DISP | 1 |
| | | LEAK_ADJ | 1 |
| | | MAIN_BRK | 1 |

Florida Customer Contacts

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| System | CITY | CCS Reason | Total |
|--------------------------|----------------|----------------------|-------|
| SARATOGA HARBOUR | SATSUMA | SERV_LEAK | 1 |
| | SATSUMA Total | | 4 |
| SARATOGA HARBOUR Total | | | 4 |
| SEBRING LAKES | SEBRING | NO_WATER | 1 |
| | SEBRING Total | | 1 |
| SEBRING LAKES Total | | | 1 |
| SILVER LAKE ESTS | LEESBURG | BILL_CRCTN | 1 |
| | | BILL_DISP | 10 |
| | | CURBBOX_M | 3 |
| | | EST_BILL | 3 |
| | | HIGH_BILL | 15 |
| | | LEAK_ADJ | 4 |
| | | LOST_PYMT | 2 |
| | | METER_EXCH | 1 |
| | | METER_PROB | 2 |
| | | NO_BILL | 2 |
| | | NO_WATER | 1 |
| | | PRESSURE | 3 |
| | | SERV_LEAK | 4 |
| | | ZERO_USE | 2 |
| ZIPCK_PROB | 1 | | |
| LEESBURG Total | | 54 | |
| SILVER LAKE ESTS Total | | | 54 |
| SKYCREST | FRUITLAND PARK | HIGH_BILL | 1 |
| | | LEAK_ADJ | 1 |
| | | LOST_PYMT | 1 |
| | | NO_BILL | 1 |
| | | SERV_LEAK | 1 |
| | | FRUITLAND PARK Total | |
| SKYCREST Total | | | 5 |
| ST JOHNS HIGHLANDS | SATSUMA | NO_WATER | 8 |
| | | OTHER_WT_Q | 2 |
| | SATSUMA Total | | 10 |
| ST JOHNS HIGHLANDS Total | | | 10 |
| SUMMIT CHASE | TAVARES | BILL_CRCTN | 1 |
| | | HIGH_BILL | 1 |
| | | LEAK_ADJ | 1 |
| | | TAVARES Total | |
| SUMMIT CHASE Total | | | 3 |
| SUNNY HILLS | CHIPLEY | COLOR | 1 |
| | | HIGH_BILL | 2 |
| | | NO_BILL | 1 |
| | | NO_WATER | 3 |
| | | SERV_LEAK | 1 |

Florida Customer Contacts

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| System | CITY | CCS Reason | Total |
|-------------------------------|---------------------------|------------|-----------|
| SUNNY HILLS | CHIPLEY | SEWER | 1 |
| | | SUPV_CALLB | 1 |
| | CHIPLEY Total | | 10 |
| | SUNNY HILLS | BILL_DISP | 3 |
| | | NO_BILL | 1 |
| | | SERV_LEAK | 1 |
| SUNNY HILLS Total | | 5 | |
| SUNNY HILLS Total | | | 15 |
| TANGERINE | MOUNT DORA | CURBBOX_M | 1 |
| | MOUNT DORA Total | | 1 |
| | TANGERINE | BILL_DISP | 1 |
| | | CURBBOX_M | 1 |
| | | HIGH_BILL | 1 |
| | | LEAK_ADJ | 1 |
| | | PRESSURE | 1 |
| | | SERV_LEAK | 3 |
| TANGERINE Total | | 8 | |
| TANGERINE Total | | | 9 |
| THE WOODS | WEBSTER | COLLECTION | 2 |
| | | LEAK_ADJ | 1 |
| | | NO_WATER | 2 |
| | | SERV_LEAK | 4 |
| | WEBSTER Total | | 9 |
| THE WOODS Total | | | 9 |
| TOMOKA | ORMOND BEACH | HIGH_BILL | 1 |
| | | LEAK_ADJ | 1 |
| | | NO_WATER | 4 |
| | | OTHER_WT_Q | 1 |
| | | PRESSURE | 1 |
| | | SERV_LEAK | 2 |
| | | TASTE_ODOR | 2 |
| | | ZERO_USE | 1 |
| | ORMOND BEACH Total | | 13 |
| TOMOKA Total | | | 13 |
| VALENCIA TERRACE | FRUITLAND PARK | BILL_DISP | 1 |
| | | HIGH_BILL | 3 |
| | | LEAK_ADJ | 3 |
| | | NO_BILL | 2 |
| | | RATES | 1 |
| | SEWER | 4 | |
| FRUITLAND PARK Total | | 14 | |
| VALENCIA TERRACE Total | | | 14 |
| VENETIAN VILLAGE | TAVARES | HIGH_BILL | 1 |
| | | LEAK_ADJ | 1 |
| | | SERV_LEAK | 1 |
| | SEWER | 1 | |
| TAVARES Total | | 4 | |
| VENETIAN VILLAGE Total | | | 4 |
| VILLAGE WATER | LAKELAND | BILL_CRCTN | 5 |

Florida Customer Contacts November 2010

| System | CITY | CCS Reason | Total |
|---------------------|-------------|------------|-------|
| VILLAGE WATER | LAKELAND | HIGH_BILL | 1 |
| | | NO_BILL | 1 |
| | | NO_WATER | 1 |
| | | RATES | 1 |
| LAKELAND Total | | | 9 |
| VILLAGE WATER Total | | | 9 |
| ZEPHYR SHORES | ZEPHYRHILLS | BILL_DISP | 1 |
| | | HIGH_BILL | 1 |
| | | NO_WATER | 1 |
| | | SEWER | 2 |
| | | ZIPCK_PROB | 1 |
| ZEPHYRHILLS Total | | | 6 |
| ZEPHYR SHORES Total | | | 6 |
| Grand Total | | | 1269 |