

Diamond Williams

From: Kenneth Curtin [Ken.Curtin@arlaw.com]
Sent: Monday, April 11, 2011 1:22 PM
To: Filings@psc.state.fl.us
Cc: D. Bruce May, Jr.; dbussey@hotmail.com; Kelly Sullivan, Esquire; KELLY.JR@leg.state.fl.us; kajoyce@aquaamerica.com; Patty Christensen (Christensen.patty@leg.state.fl.us); Robert Lloyd; William Coakley
Subject: Aqua Utilities Florida, Inc. Rate Action (Dkt. No. 100330-WS) - Exhibit B to Memorandum
Attachments: 3499_001.pdf

Electronic Filing

a. Person Responsible for this electronic filing:

Kenneth M. Curtin, Esquire
Adams and Reese LLP
150 Second Avenue North, Suite 1700
St. Petersburg, Florida 33701
Direct: (727) 502-8261
E-Fax: (727) 502-8961
kenneth.curtin@arlaw.com

b. Docket No. 100330-WS

In Re: Application for increase in water/wastewater rates in Alachua, Brevard, DeSoto, Hardee, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by Aqua Utilities Florida, Inc.

c. Document being filed on behalf of YES Companies, LLC d/b/a Arredondo Farms

d. There is a total of 51 pages

e. The document attached for electronic filing is YES Companies, LLC d/b/a Arredondo Farms' Notice of Filing of Exhibit "B" Billing Error Statements in Conjunction with its Memorandum of Law in Opposition to Aqua Utilities Florida, Inc.'s Rate Increase Application

Thank you for your cooperation and attention to this matter.

Kenneth M. Curtin, Esquire
Adams and Reese LLP
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Tampa, Florida 33602
Main: (813) 402-2880
Fax: (813) 402-2887
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4/11/2011

DOCUMENT NUMBER-DATE
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ADAMS AND REESE LLP

**Baton Rouge | Birmingham | Houston | Jackson | Memphis | Mobile | Nashville | New Orleans | Sarasota | St. Petersburg | Tampa
| Washington, D.C.**

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4/11/2011

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Application for increase in water/wastewater
Rates in Alachua, Brevard, DeSoto, Hardee,
Highlands, Lake, Lee Marion, Orange, Palm
Beach, Pasco, Polk, Putnam, Seminole, Sumter,
Volusia, and Washington Counties by Aqua
Utilities Florida, Inc.

DOCKET NO. 100330-WS

Filed: April 11, 2011

**INTERVENER, YES COMMUNITIES, INC. D/B/A
ARREDONDO FARMS', NOTICE OF FILING OF EXHIBIT "B"
BILLING ERROR STATEMENTS IN CONJUNCTION WITH ITS
MEMORANDUM OF LAW IN OPPOSITION TO AQUA UTILITIES
FLORIDA, INC.'S RATE INCREASE APPLICATION**

Intervener, Yes Communities, Inc. d/b/a Arredondo Farms ("YES"), by and through its undersigned counsel, files this its Notice of Filing of Exhibit "B" Billing Error Statements in Conjunction with its Memorandum of Law in Opposition to Aqua Utilities Florida, Inc.'s Rate Increase Application on the date provided below in the Certificate of Service.

Respectfully submitted,

ADAMS AND REESE, LLP
David S. Bernstein, Esquire and
Kenneth M. Curtin, Esquire
150 Second Avenue North, Suite 1700
St. Petersburg, Florida 33701
Direct: (727) 502-8261
E-Fax: (727) 502-8961
Kenneth.curtin@arlaw.com

By: s/David S. Bernstein
David S. Bernstein
FL Bar No. 454400
s/ Kenneth M. Curtin
Kenneth M. Curtin
FL Bar No. 087319
Attorneys for Intervener Yes

CERTIFICATE OF SERVICE

I HEREBY CERTIFY a true and correct copy of the foregoing has been furnished via email (where provided below) and U.S. Mail on April 11, 2011 to: **Kimberley A. Joyce, Esq.**, Aqua American, Inc., 762 West Lancaster Avenue, Bryn Mawr, PA 19010 (kajoyce@aquaamerica.com); **D. Bruce May, Jr., Esq.**, P.O. Box 810, Tallahassee, Florida 32302-0810 (bruce.may@hklaw.com); **J.R. Kelly, Esq. and Patty Christensen, Esq.**, Office of Public Counsel, c/o Florida Legislature, 111 W. Madison Street, Room 812, Tallahassee, Florida 32399-1400 (Kelly.jr@leg.state.fl.us) and Christensen.patty@leg.state.fl.us; **Robert Lloyd**, P.O. Box 63, Captiva, Florida 33924 (Rlloyd1@aol.com); **William Coakley**, 5934 Lake Osborne Drive, Lantana, Florida 33461 ([wdco@comcast.net](mailto:wdcoc@comcast.net)); **David L. Bussey**, 4948 Britni Way, Zephyrhills, Florida 33541 (dbussey@hotmail.com); **Kelly Sullivan, Esq.**, 570 Osprey Lakes Circle, Chuluota, FL 32766-6658 (kelly.sullivan.woods@gmail.com).

s/ Kenneth M. Curtin
Attorney

March 22, 2011

Statement regarding interview with Resident
By Kim Kurz, Director of Special Projects, Yes Communities, Inc

Monica Thomas: 7117 SW Archer Rd. #2321
352-353-9357

Met with Monica Thomas at her home to discuss the water provided by AQUA Utilities. She has owned her home in the community since December 2007. She had several complaints.

Her first complaint is a major billing problem. She received a \$900+ charge on her bill in October 2010. When she called AQUA's customer service line, she was told that they had neglected to charge her for sewer for a period of time and was now back billing her. Monica told them that she would not be able to pay the full bill. They refused to allow her to pay on a payment plan. They turned her water off in December. Her two children had to move to their grand-mother's home while they were without water. She ended up borrowing money in order to pay the balance in full which was required to get the water turned back on.

She also states that the water often smells of bleach.


Kjm Kurz _____ Date 3/22/11

This statement is true and accurate.

Monica Thomas

Date

Attachment(s): Original complaint filed with Arredondo Farms office and PSC website
Copies of bills of large back sewer charge. MONICA CALLED AQUA TO ANTICIPATE,
WAITING ON COPIES FROM AQUA.

THOMAS, MONICA
 7117 SW ARCHER RD 2321
 GAINESVILLE, FL 32608-394
 001459107/1054789 0001

TRANS	# OF DAYS	METER READ	READ TYPE	CONSUMPTION	AVG DLY. USAGE	TL. CURRENT CHARGES	ADJUSTMENTS	PAYMENTS	DATE	BALANCE
PYMT								\$100.00	2011/03/24	
PYMT								\$256.09	2011/03/22	
BILL						\$109.69	\$0.00		2011/04/05	\$280.78
READ	0029	001766	A	31.000	106.896				2011/03/09	
PYMT								\$100.00	2011/03/07	
BILL						\$29.94	\$0.00		2011/03/04	\$271.09
READ	0011	001735	A	7.000	63.636				2011/02/08	
BILL						\$241.15	\$0.00		2011/02/25	\$241.15
READ	0076	001728	A	71.000	93.421				2011/01/28	
PYMT								\$886.81	2011/01/28	
PYMT								\$50.00	2011/01/10	
BILL						\$45.50	\$106.66-		2010/12/22	\$936.81
OUT	0832	001657	A	29.000	90.625				2010/11/12	
PYMT								\$40.00	2010/10/26	
BILL						\$104.23	\$0.00		2010/11/04	\$931.31
READ	0028	001628	A	34.000	121.428				2010/10/11	
BILL						\$1,269.01	\$600.86-		2010/10/21	\$827.08
READ	0370	001594	A	439.000	118.648				2010/09/13	
PYMT								\$232.30	2010/07/29	
PYMT								\$3.29	2010/03/23	
PYMT								\$130.00	2010/02/23	
PYMT								\$50.00	2010/02/16	
PYMT								\$50.00	2010/01/22	
PYMT								\$40.00	2010/01/11	
PYMT								\$25.00	2009/12/04	
PYMT								\$50.00	2009/10/30	
PYMT								\$50.00	2009/10/13	
BILL						\$46.72	\$0.00		2009/10/02	\$103.66
READ	0034	001155	A	34.000	100.000				2009/09/08	
PYMT								\$50.00	2009/09/08	
BILL						\$34.39	\$0.00		2009/08/31	\$106.94
READ	0030	001121	A	17.000	56.666				2009/08/05	
PYMT								\$40.00	2009/07/24	
BILL						\$43.82	\$0.00		2009/07/30	\$112.55
READ	0032	001104	A	30.000	93.750				2009/07/06	
BILL						\$68.73	\$0.00		2009/06/30	\$68.73
READ	0034	001074	A	67.000	197.038				2009/06/04	
PYMT								\$43.89	2009/05/12	
BILL						\$43.89	\$0.00		2009/05/27	\$43.89
READ	0030	001007	A	37.000	123.333				2009/05/01	
PYMT								\$33.46	2009/04/22	
BILL						\$33.46	\$0.00		2009/05/04	\$33.46
READ	0030	000970	A	36.000	120.000				2009/04/01	
PYMT								\$29.30	2009/04/01	
BILL						\$31.03	\$0.00		2009/04/09	\$29.30
READ	0028	000934	A	30.000	107.142				2009/03/02	
PYMT								\$34.00	2009/03/06	
BILL						\$32.43	\$0.00		2009/03/17	\$32.27
READ	0031	000904	A	34.000	109.677				2009/02/02	
PYMT								\$30.50	2009/02/09	
BILL						\$30.34	\$0.00		2009/01/29	\$30.34
READ	0032	000870	A	28.000	87.500				2009/01/02	
PYMT								\$28.94	2008/12/11	
BILL						\$28.94	\$0.00		2008/12/26	\$28.94
READ	0028	000842	A	24.000	85.714				2008/12/01	
PYMT								\$31.72	2008/11/11	
BILL						\$31.72	\$0.00		2008/12/01	\$31.72
READ	0033	000818	A	32.000	95.969				2008/11/03	
PYMT								\$25.68	2008/10/10	
BILL						\$32.78	\$0.00		2008/10/27	\$25.68
READ	0029	000786	A	35.000	120.689				2008/10/01	
PYMT								\$40.00	2008/09/16	
BILL						\$32.96	\$0.00		2008/09/29	\$32.90

04/08/2011

08:47

AQUA AMERICA INC → 813523727271

READ	0032	000751	A	57.000	178.125				2008/09/02	
PYMT								\$44.60	2008/08/25	
BILL						\$46.07	\$0.00		2008/08/29	\$44.54
READ	0031	000694	A	114.000	367.741				2008/08/01	
PYMT								\$60.00	2008/07/21	
BILL						\$58.84	\$0.00		2008/07/30	\$58.67
READ	0028	000580	A	162.000	578.571				2008/07/01	
PYMT								\$68.00	2008/06/25	
BILL						\$67.63	\$0.00		2008/06/27	\$67.63
READ	0033	000418	A	195.000	590.909				2008/06/03	
PYMT								\$29.13	2008/05/13	
BILL						\$32.03	\$0.00		2008/05/28	\$29.13
READ	0029	000223	A	63.000	217.241				2008/05/01	
PYMT								\$40.00	2008/04/17	
BILL						\$37.10	\$0.00		2008/04/28	\$37.10
READ	0014	000160	A	58.000	414.285				2008/04/02	

yes!

Page
KOL

12/13

Water and Sewer Utility Services Complaint Form

Date 12/3/10

Name: Eugene Davis

Address: 7117 SW Archer Rd Lot-46
Gainesville FL 32608

Telephone: 352 240-6596

Provider: AQUA Utilities Inc.

Account # (found on your water bill): 0014109931049504

Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

OUTRAGEOUS water Bill
Bill HAS MORE THAN TRIPLE
Also they ARE CHARGING ME ALMOST 900.00
EXTRA

Signature: Eugene S Davis

You can use the following methods to file a complaint with Florida Public Service Commission:

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints>.

Required field



Service To:
EUGENE DAVIS / Mullie
 7117 SW ARCHER RD LOT 46
 GAINESVILLE, FL 32608
 Lot: 46 Block:

Account Number
001410993 1049504
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

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

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

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **February 10, 2011** Total Amount Due **\$ 634.67** Current Charges Due Date **March 04, 2011**

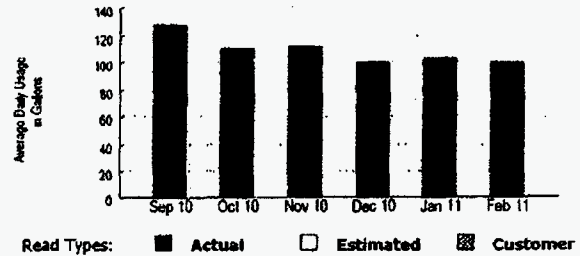
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56576257	5/8	02/08/11	28	Actual	157000	2,800	Gallons
		01/11/11		Actual	154200		
Average Daily Usage = 100 Gallons		Total Days: 28		Total Usage:		2,800	Gallons

Billing Detail

Amount Owed from Last Bill \$ 687.69
 Total Payments Received 148.17
Remaining Balance 539.52
 Water Base Facility Charge 15.71
 2,800 gallons @ \$0.00731 per gallon 20.47
 Current Water Charges 36.18
 Sewer Base Facility Charge 35.44
 2,800 gallons @ \$0.00711 per gallon 19.91
 Current Sewer Charges 55.35
 Utility Tax 3.62
Amount Due \$ 634.67

Water Usage History



3/22/11 DID NOT
 CHARGE FOR SEWER FOR
 LONG TIME - BARE CHARGED
 WILL BRING BILL IN MONTH

Message Center (see reverse side for other information)

- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

HAD WATER SOFTWARE SO
 HAVE NO PROBLEMS W/
 SEWER
 QUERIM.

Keep top portion for your records.
 Return this portion with your payment.

AQUA Water/Sewer Bill

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

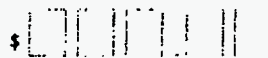
Service To:
EUGENE DAVIS
 7117 SW ARCHER RD LOT 46
 GAINESVILLE, FL 32608
 Lot: 46 Block:

Account Number
001410993 1049504
 Amount Due **\$ 634.67** Current Charges Due Date **March 04, 2011**

Seq=38713 Cyc=33M9 1up=972917 36713 1 AV 0.335

1049504

*****AUTO***5-DIGIT 32608 C 90 P 121
 EUGENE DAVIS
 7117 SW ARCHER RD LOT 46
 GAINESVILLE FL 32608-4674



Please make check payable to Aqua Util. FL.
 Print your account number on your check,
 then mail to address on back.

00141099310495040000000634679





Service To:
EUGENE DAVIS
 7117 SW ARCHER RD LOT 46
 GAINESVILLE, FL 32608
 Lot: 46 Block:

Account Number
001410993 1049504
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

Aqua Utilities Florida, Inc.
 62 W. Lancaster Avenue
 Pryn Mawr, PA 19010-3489

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

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

Bill Date **May 12, 2010** Total Amount Due **\$ 48.64** Current Charges Due Date **June 03, 2010**

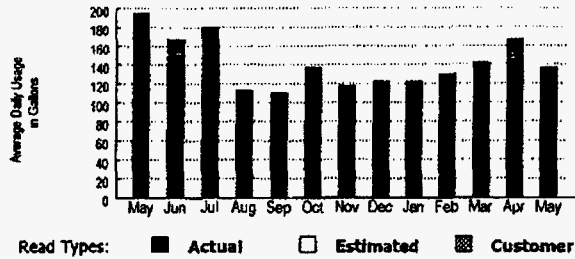
meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
58576257	5/8	05/10/10	28	Actual	127000	3,900	Gallons
		04/12/10		Actual	123100		
Average Daily Usage = 139 Gallons		Total Days: 28		Total Usage:		3,900	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 59.47
Partial Payments Received	59.47
Remaining Balance	0.00
Water Base Facility Charge	15.71
1,900 gallons @ \$0.00731 per gallon	28.51
Water Charges	44.22
Utility Tax	4.42
Amount Due	\$ 48.64

Water Usage History



Message Center (see reverse side for other information)

Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by the end of June and would like to receive a free copy, please call 1.877.WTR.AQUA or visit our website at www.aquautilitiesflorida.com to view your report. The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.



Service To:
EUGENE DAVIS
7117 SW ARCHER RD LOT 46
GAINESVILLE, FL 32608
Lot: 46 Block:

Account Number
001410993 1049504
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

Utilities Florida, Inc.
 W. Lancaster Avenue
 Mawr, PA 19010-3489

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

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

Bill Date **August 16, 2010** Total Amount Due **\$ 45.43** Current Charges Due Date **September 07, 2010**

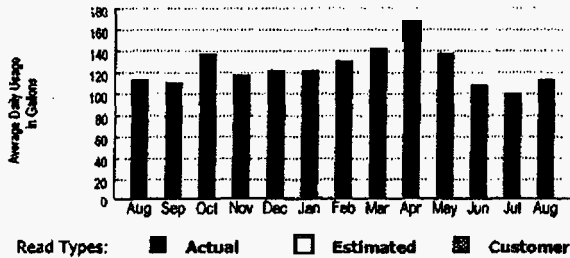
Water Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56576257	5/8	08/12/10	31	Actual	137100	3,500	Gallons
		07/12/10		Actual	133600		
Average Daily Usage = 112 Gallons		Total Days: 31		Total Usage:		3,500	Gallons

Billing Detail

Amount Owed from Last Bill.....	\$ 43.01
Payments Received.....	43.01
Outstanding Balance	0.00
Customer Base Facility Charge.....	15.71
100 gallons @ \$0.00731 per gallon.....	25.59
Water Charges.....	41.30
Tax.....	4.13
Amount Due	\$ 45.43

Water Usage History



Usage Center (see reverse side for other information)

Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by the end of June, you would like to receive a free copy, please call 1.877.WTR.AQUA or visit our website at www.aquautilitiesflorida.com to view your report. The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

Keep this portion for your records.



Service To:
EUGENE DAVIS
7117 SW ARCHER RD LOT 46
GAINESVILLE, FL 32608
Lot: 46 Block:

Account Number
001410993 1049504
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

Aqua Utilities Florida, Inc.
 W. Lancaster Avenue
 Lancaster, PA 19010-3489

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

Questions about your water service?... Contact us before the due date.
 Bill Date **June 14, 2010** Total Amount Due **\$ 44.62** Current Charges Due Date **July 06, 2010**

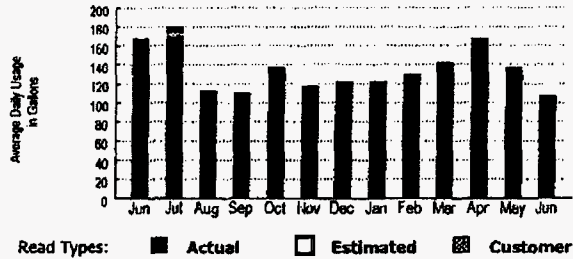
Water Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56576257	5/8	06/10/10	31	Actual	130400	3,400	Gallons
		05/10/10		Actual	127000		
Average Daily Usage = 109 Gallons		Total Days: 31		Total Usage:		3,400	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 48.64
Payments Received	48.64
Outstanding Balance	0.00
Monthly Base Facility Charge	15.71
10 gallons @ \$0.00731 per gallon	24.85
Water Charges	40.56
Service Tax	4.06
Amount Due	\$ 44.62

Water Usage History



Usage Center (see reverse side for other information)

Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by the end of June and would like to receive a free copy, please call 1.877.WTR.AQUA or visit our website at www.aquauilitiesflorida.com to view your report. The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

Keep top portion for your records



Service To:
EUGENE DAVIS
 7117 SW ARCHER RD LOT 46
 GAINESVILLE, FL 32608
 Lot: 46 Block:

Account Number
001410993 1049504
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

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

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

Questions about your water service? ... Contact us before the due date.
 Bill Date **July 14, 2010** Total Amount Due **\$ 43.01** Current Charges Due Date **August 05, 2010**

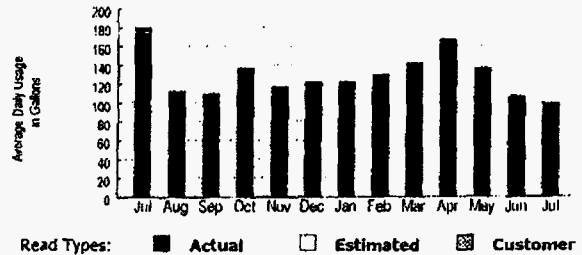
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Unit
56576257	5/8	07/12/10	32	Actual	133600	3,200	Gallons
		06/10/10		Actual	130400		
Average Daily Usage = 100 Gallons		Total Days: 32		Total Usage:		3,200	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 44.62
Total Payments Received.....	44.62
Remaining Balance	0.00
Water Base Facility Charge	15.71
3,200 gallons @ \$0.00731 per gallon	23.39
Total Water Charges	39.10
Utility Tax.....	3.91
Amount Due.....	\$ 43.01

Water Usage History



Message Center (see reverse side for other information)

- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by the end of June and would like to receive a free copy, please call 1.877.WTR.AQUA or visit our website at www.aquautilitiesflorida.com to view your report.
- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

Keep top portion for your records.



Service To:
EUGENE DAVIS
 7117 SW ARCHER RD LOT 46
 GAINESVILLE, FL 32608
 Lot: 46 Block:

Account Number
001410993 1049504
 ARREDONDO FARMS
 1336566 PWSID # FL2010042

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

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

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **September 28, 2010** Total Amount Due **\$ 791.37** Current Charges Due Date **October 20, 2010**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56576257	5/8	09/13/10	370	Actual	141400	47,500	Gallons
		09/08/09		Actual	93900		
Average Daily Usage = 128 Gallons		Total Days: 370		Total Usage:		47,500	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 51.85	Current Sewer Charges	734.12
Total Payments Received	0.00	Utility Tax	53.60
Remaining Balance	51.85	Amount Due	\$ 791.37
Adjustments	584.21 Credit		
Water Base Facility Charge Water at Old Rate	25.87		
6,419 gallons @ \$0.00659 per gallon	42.30		
Current Water Charges At Old Rate	68.17		
Water Base Facility Charge Water at Current Rate	167.58		
Next 41,081 gallons @ \$0.00731 per gallon	300.26		
Current Water Charges at Current Rate	467.84		
Current Water Charges	536.01		
Sewer Base Facility Charge Sewer at Old Rate	36.13		
3,980 gallons @ \$0.00701 per gallon	27.90		
Current Sewer Charges At Old Rate	64.03		
Sewer Base Facility Charge Sewer at Current Rate	378.03		
Next 41,081 gallons @ \$0.00711 per gallon	292.06		
Current Sewer Charges at Current Rate	670.09		

Message Center (see reverse side for other information)

- **LONG BILL ALERT** - This bill covers a greater number of days of service than your normal bill. If you require payment arrangements, please call 877.987.2782.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by the end of June and would like to receive a free copy, please call 1.877.WTR.AQUA or visit our website at www.aquautilitiesflorida.com to view your report.
- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

Keep top portion for your records.

*



Aqua America, Inc.
762 Lancaster Avenue
Bryn Mawr, PA 19010-3489

Payment Arrangement Letter

Regarding: Aqua Account Number: 001410993 1049504

10/18/2010

Dear Customer,

This letter confirms the agreed upon payment arrangement terms that are described below:

Total Balance Due: \$839.21
Total Payment Arrangement Balance: \$839.21
Payment Arrangement Was Made On: October 18, 2010
Installment Payment: \$50.00, for 17 months
Due Date of Installment Payment(s): 31st of each month beginning October 31, 2010

Also, it is important for you to know:

1. Each monthly installment payment must be **received** on or before the installment due date stated above. Please allow 7 days for mailing and processing time. Please write the Aqua account number on all payments.
2. Your current monthly bill amount found under the Billing Detail section of your bill is due each month on or before the due date listed on that bill. The current monthly bill amount is equal to the Amount Due minus the Amount Owed from Last Bill-Balance. Please note, the current monthly bill due date is different than the due date of your monthly installment(s) and you will need to send two payments to Aqua. One payment for your current bill amount and another payment for your installment amount.
3. This payment arrangement will automatically cancel if either your monthly installment or your current monthly bill amount is received after their due date. This is the only notice you will receive explaining your monthly payment arrangement.
4. Payments are to be mailed to:

AQUA
P.O. Box 1229
Newark, NJ 07101-1229

If you have any questions regarding this payment arrangement, please contact us at
1.877.987.2782 (1.877.WTR.AQUA)

We appreciate this opportunity to be of service to you.

Sincerely

AQUA Customer Service

An Aqua America Company



Aqua America, Inc.
762 Lancaster Avenue
Bryn Mawr, PA 19010-3489

Seq#131

EUGENE DAVIS
7117 SW ARCHER RD LOT 46
GAINESVILLE, FL 32608

Aqua Utilities Florida
P.O. Box 490310
Leesburg, FL 34749

PRSR STD
US POSTAGE
PAID
PERMIT 177
LANSDALE, PA

T30 P1

Eugene Davis
7117 SW Archer Rd Lot 46
Gainesville, FL 32608-4674



2009 Annual Drinking Water Quality Report Arredondo Farms PWSID # FL2010042

Este informe contiene información importante sobre la calidad de su agua de beber.
Hable con alguien que lo entienda o llame al 877.WTR.AQUA (877.987.2782).

We're pleased to present to you this year's Annual Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. If you have any questions about this report or concerns about your water utility, please contact Patrick Farris at 352.435.4029 or visit our website at www.aquautilitiesflorida.com.

Arredondo Farms obtains its water from a groundwater source, which comes from the Floridan Aquifer. The water is aerated and chlorinated for disinfection purposes. The Florida Department of Environmental Protection (DEP) performed a Source Water Assessment on our system. Information provided by this assessment indicated that Arredondo Farms water system is of moderate to high susceptibility to contamination. The assessment results are available on the DEP Source Water Assessment and Protection Program website at www.dep.state.fl.us/swapp.

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- B) Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- D) Organic chemical contaminants, including synthetic and volatile organic chemicals, are by-products of industrial processes and petroleum production, and can also, come from gas stations, urban stormwater runoff, and septic systems.
- E) Radioactive contaminants, which can be naturally occurring or result from oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the EPA prescribes regulations, which limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 800.426.4791.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbiological contaminants are available from the SAFE DRINKING WATER HOTLINE 800.426.4791.

Terms and Abbreviations

Action Level (AL): The concentration of a contaminant that, if exceeded, triggers treatment or other requirements that a water system must follow.

Maximum Contaminant Level or MCL: The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

Maximum Contaminant Level Goal or MCLG: The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

Maximum residual disinfectant level or MRDL: The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum residual disinfectant level goal or MRDLG: The level of drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

N/A: Not applicable

ND: means not detected and indicates that the substance was not found by laboratory analysis.

Parts per million (ppm) or Milligrams per liter (mg/l): one part by weight of analyte to 1 million parts by weight of the water sample.

Parts per billion (ppb) or Micrograms per liter (µg/l): one part by weight of analyte to 1 billion parts by weight of the water sample.

Picocurie per liter (pCi/L): measure of the radioactivity in water.

2009 ANNUAL DRINKING WATER QUALITY TEST RESULTS

Aqua Utilities Florida routinely monitors for contaminants in your drinking water according to Federal and State laws, rules, and regulations. Except where indicated otherwise, this report is based on the results of our monitoring for the period of January 1 to December 31, 2009 for Arredondo Farms - PWS ID# FL2010042. The Environmental Protection Agency (EPA) requires monitoring of over 80 drinking water contaminants. Those contaminants listed in the table below are the only ones detected in your drinking water. The state allows us to monitor for some contaminants less than once per year because concentrations do not change frequently. Some of our data, though representative, are more than one year old.

* Except as noted, results in the Level Detected column are the highest average at any sampling point or the highest single detected level at a sampling point, depending on sampling frequency.

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Level Detected*	Range of Results	MCLG	MCL	Likely Source of Contamination
Radiological Contaminants							
Alpha Emitters (pCi/l)	06/09	N	5.5	N/A	0	15	Erosion of natural deposits
Combined Radium (pCi/l)	06/09	N	1.0	N/A	0	5	Erosion of natural deposits
Inorganic Contaminants							
Beryllium (ppb)	06/09	N	0.5	N/A	4	4	Discharge from metal refineries and coal burning factories; discharge from electrical, aerospace, and defense industries.
Nitrate (as Nitrogen) (ppm)	06/09	N	3.76	N/A	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Sodium (ppm)	06/09	N	12	N/A	N/A	160	Salt water intrusion, leaching from soil

Stage I Disinfectants and Disinfection By-Products *For Chlorine, haloacetic acids, and TTHM the level detected is the highest annual average of the quarterly averages. Range of Results is the range of individual sample results.

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Level Detected*	Range of Results	MCLG/ MRDLG	MCL/ MRDL	Likely Source of Contamination
Chlorine (ppm)	2009	N	1.17	0.9 - 1.3	MRDLG =4	MRDL =4	Water additive used to control microbes
Total Haloacetic Acids (ppb)	09/09	N	0.65	ND - 0.65	N/A	60	Byproduct of drinking water disinfection
TTHMs (Total Trihalomethanes) (ppb)	09/09	N	2.21	0.59 - 2.21	N/A	80	Byproduct of drinking water disinfection

Lead and Copper (Tap Water)

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	AL Violation Y/N	90 th Percentile Result	No. of sites exceeding the AL	MCLG	AL (Action Level)	Likely Source of Contamination
Copper (ppm)	08/09	N	0.15	0	1.3	1.3	Corrosion of household plumbing
Lead (ppb)	08/09	N	7.3	1	0	15	Corrosion of household plumbing

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Aqua is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

MCLs are set at very stringent levels. To understand the possible health effects described for many regulated constituents, a person would have to drink 2 liters of water every day at the MCL level for 70 years to have a one-in-a-million chance of having the described health effect.

Our water systems are designed and operated to deliver water to our customers' plumbing systems that complies with state and federal drinking water standards. This water is disinfected using chlorine, but it is not necessarily sterile. Customers' plumbing, including treatment devices, might remove, introduce or increase contaminants in tap water. All customers, and in particular operators of facilities like hotels and institutions serving susceptible populations (like hospitals and nursing homes), should properly operate and maintain the plumbing systems in these facilities. You can obtain additional information from the EPA's Safe Drinking Water Hotline at 800.426.4791.



Service To:
KATHERINE SMITH *road*
 7117 SW ARCHER RD UNIT 35
 GAINESVILLE, FL 32608-4671
 Lot: 13261288 Block:
352-792-2934

Account Number
001610932 0649332
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

renewal

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

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

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

Bill Date **February 10, 2011** Total Amount Due **\$ 802.28** Current Charges Due Date **March 04, 2011**

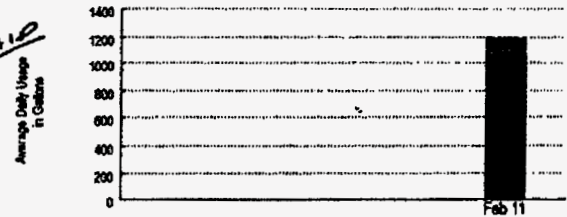
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56585880	5/8	02/08/11	28	Actual	245200	33,800	Gallons
		01/11/11		Actual	211400		
Average Daily Usage = 1,207 Gallons		Total Days: 28		Total Usage:		33,800	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 123.16
Total Payments Received	47.00
Remaining Balance	76.16
Water Base Facility Charge	15.71
5,000 gallons @ \$0.00731 per gallon	36.55
Next 5,000 gallons @ \$0.00898 per gallon	44.90
Next 23,800 gallons @ \$0.02067 per gallon	491.95
Current Water Charges	589.11
Sewer Base Facility Charge	35.44
6,000 gallons @ \$0.00711 per gallon	42.66
Next 27,800 gallons @ \$0.00 per gallon	0.00
Current Sewer Charges	78.10
Utility Tax	58.91
Amount Due	\$ 802.28

Water Usage History



Read Types: Actual Estimated Customer

3/23
 PER PAUL DONOT PAY + WAS
 FOR NOT BILL. THEN PAYMENT PAID
 I WOULD NOT KNOW UNLESS YOU TOLD ME + PAID BILL.
 MARILYN CALLED AQUA BILLING 3/23
 THEY AGREED THAT TIME WRONG.
 WILL TALK TO P. GET ACCOUNT TO
 CORRECT

Message Center (see reverse side for other information)

- HIGH BILL ALERT - Your usage appears higher than usual. For information on high usage and leaks, visit <http://watersmart.aquaaamerica.com>
- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

Keep top portion for your records.
 Return this portion with your payment.

AQUA Water/Sewer Bill

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

Service To:
KATHERINE SMITH
 7117 SW ARCHER RD UNIT 35
 GAINESVILLE, FL 32608-4671
 Lot: 13261288 Block:

Account Number
001610932 0649332
 Amount Due **\$ 802.28** Current Charges Due Date **March 04, 2011**

Seq#36967 Cym#33M9 1up#972917 36997 1 AV 0.335

0649332

*****AUTO**5-DIGIT 32608 C 90 P 121
 KATHERINE SMITH
 7117 SW ARCHER RD LOT 35
 GAINESVILLE FL 32608-4671



Amount Enclosed
 \$

Please make check payable to Aqua Util. FL.
 Print your account number on your check,
 then mail to address on back.

3/23
 Kim spoke with Paul to inform AQUA
 00161093206493320000000802285
 HE ASKED US TO PAID - P.D.
 PAUL. # 850-773-2626





Service To:
KATHERINE SMITH
7117 SW ARCHER RD UNIT 35
GAINESVILLE, FL 32608-4671
Lot: 13261288 Block:

Account Number
001610932 0649332
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

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

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

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

Bill Date **January 13, 2011** Total Amount Due **\$ 123.16** Current Charges Due Date **February 04, 2011**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56585880	5/8	01/11/11	29	Actual	211400	0	Gallons
		12/13/10		Actual	211400		
			Total Days:	29	Total Usage:		0 Gallons

Billing Detail

Amount Owed from Last Bill \$ 65.44
 Total Payments Received..... 0.00
Remaining Balance 65.44
 Water Base Facility Charge 15.71
 Current Water Charges..... 15.71
 Sewer Base Facility Charge 35.44
 Current Sewer Charges 35.44
 Late Charge 5.00
 Utility Tax..... 1.57
Amount Due..... \$ 123.16

Message Center (see reverse side for other information)

- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

Keep top portion for your records.
 Return this portion with your payment.

AQUA Water/Sewer Bill

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

Service To:
KATHERINE SMITH
7117 SW ARCHER RD UNIT 35
GAINESVILLE, FL 32608-4671
Lot: 13261288 Block:

Account Number
001610932 0649332
 Amount Due **\$ 123.16** Current Charges Due Date **February 04, 2011**
 Amount Enclosed

Seq=25039 Cyc=33M9 1up=981249 25039 1 AV 0.335

0649332

*****AUTO**5-DIGIT 32608 C 75 P 96
 KATHERINE SMITH
 7117 SW ARCHER RD LOT 35
 GAINESVILLE FL 32608-4671



Please make check payable to Aqua Util. FL.
 Print your account number on your check,
 then mail to address on back.

00161093206493320000000123161





Service To:
KATHERINE SMITH
7117 SW ARCHER RD UNIT 35
GAINESVILLE, FL 32608-4671
Lot: 13261288 Block:

Account Number
001610932 0649332
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

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

Tel: **877.987.2782**
 Fax: **866.760.8292**
 e Mail: **custserv@aquamerica.com**

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

Bill Date **October 13, 2010** Total Amount Due **\$ 162.67** Current Charges Due Date **November 04, 2010**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56585880	5/8	10/11/10	28	Actual	211400	0	Gallons
		09/13/10		Actual	211400		
			Total Days:	28	Total Usage:		0 Gallons

Billing Detail

Amount Owed from Last Bill	\$ 109.95
Total Payments Received.....	0.00
Remaining Balance.....	109.95
Water Base Facility Charge	15.71
Current Water Charges.....	15.71
Sewer Base Facility Charge	35.44
Current Sewer Charges.....	35.44
Utility Tax.....	1.57
Amount Due.....	\$ 162.67

Message Center (see reverse side for other information)

- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by the end of June and would like to receive a free copy, please call 1.877.WTR.AQUA or visit our website at www.aquautilitiesflorida.com to view your report.
- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

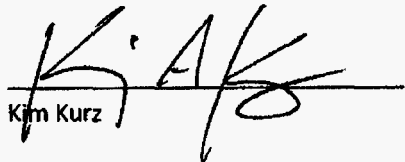
March 23, 2011

Statement regarding review of Resident account with AQUA
By Kim Kurz, Director of Special Projects, Yes Communities, Inc

Justin Houlker: 7117 SW Archer Rd, #97
352- 494-7935

I stopped by several times but was unable to meet with Justin at his home to discuss the water provided by AQUA Utilities. However, Justin did bring copies of his billing issues to the office. He has owned his home in the community since April 2006. - Met w/ AMANDA ADAMS ON 3/24/11


His complaint is a major billing problem. He received a \$900+ charge on his bill in November 2010. When he called AQUA's customer service line, he was told that they had neglected to charge him for usage for a period of time and was now back billing him. Justin told them that he would not be able to pay the full bill. They agreed to place him on a payment plan of \$38 extra per month until it is paid off.



Kim Kurz

3/24/11
Date

This statement is true and accurate.



Justin Houlker
BY AMANDA ADAMS.

3-24-11
Date

Attachment(s): Copies of bills of large back usage charge.
Copy of account history from AQUA



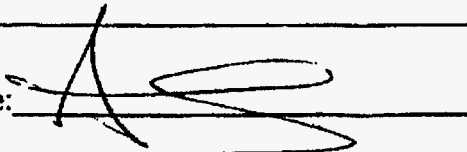
Water and Sewer Utility Services Complaint Form

*Name: Justin Nowiker
*Address: 7117 SW Archer RD
Lot 97 Gainesville FL 32609
Telephone: 352 - 494 - 7931
*Provider: AQUA Utilities Inc.
*Account # (found on your water bill): 000907088-0649387

*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

clogged washing machine and water
heater w/ calcium rocks,

*Signature: 

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

*Required field



Service To:
JUSTIN HOULKER
 7117 SW ARCHER RD UNIT 97
 GAINESVILLE, FL 32608-4681
 Lot: 13261333 Block:

Account Number
000907088 0649387
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

Aqua Utilities Florida, Inc.
 762 W. Lancaster Avenue
 Bryn Mawr, PA 19010-3469

Tel: **877.987.2782**
 Fax: **866.780.8292**
 Mail: custserv@aquaafrica.com

Questions about your water/sewer service? Contact us before the due date.
 Bill Date **December 02, 2010** Total Amount Due **\$ 961.66** Current Charges Due Date **December 24, 2010**

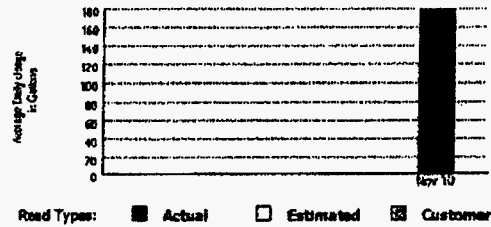
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56585813	5/8	11/24/10	378	Actual	149900 *	67,600	Gallons
		11/11/09		Actual	82300 *		
Average Daily Usage = 178 Gallons		Total Days: 378		Total Usage:		67,600	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 72.72 Credit
Total Payments Received	0.00
Remaining Balance	72.72 Credit
Adjustments	662.64 Credit
Water Base Facility Charge	197.95
63,000 gallons @ \$0.00731 per gallon	460.53
Next 4,600 gallons @ \$0.00898 per gallon	41.33
Current Water Charges	699.81
Sewer Base Facility Charge	446.54
67,600 gallons @ \$0.00711 per gallon	480.69
Current Sewer Charges	927.23
Utility Tax	69.98
Amount Due	\$ 961.66

Water Usage History



Message Center (see reverse side for other information)

- **LONG BILL ALERT** - This bill covers a greater number of days of service than your normal bill. If you require payment arrangements, please call 877.987.2782.
- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

Keep top portion for your records.
 Return this portion with your payment.

AQUA Water/Sewer Bill

Aqua Utilities Florida, Inc.
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3469

Service To:
JUSTIN HOULKER
 7117 SW ARCHER RD UNIT 97
 GAINESVILLE, FL 32608-4681
 Lot: 13261333 Block:

Account Number
000907088 0649387

Amount Due **\$ 961.66** Current Charges Due Date **December 24, 2010**

Amount Enclosed

\$

Please make check payable to Aqua Util. FL.
 Print your account number on your check,
 then mail to address on back.

Scale 12245 Cyo- 1upr943915

0649387

JUSTIN HOULKER
 7117 SW ARCHER RD LOT 97
 GAINESVILLE FL 32608-4681

00090708806493870000000961664



Service To:
JUSTIN HOULKER
7117 SW ARCHER RD UNIT 97
GAINESVILLE, FL 32608-4681
 Lot: 13261333 Block:

Account Number
000907088 0649387
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

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

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

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **November 12, 2010 (\$ 72.72)**
 Credit Balance

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	56585813	5/8	11/10/10	30	Actual	82300	0	Gallons
			10/11/10		Actual	82300		
				Total Days:	30	Total Usage:	0	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 10.00 Credit
Total Payments Received.....	115.44 ✓
Remaining Balance	125.44 Credit
Water Base Facility Charge	15.71
Current Water Charges.....	15.71
Sewer Base Facility Charge	35.44
Current Sewer Charges.....	35.44
Utility Tax.....	1.57
Amount Due	\$ 72.72 Credit

Message Center (see reverse side for other information)

- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

AQUA Water/Sewer Bill
 Aqua Utilities Florida, Inc.
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
JUSTIN HOULKER
7117 SW ARCHER RD UNIT 97
GAINESVILLE, FL 32608-4681
 Lot: 13261333 Block:

Account Number
000907088 0649387
 Credit Balance
(\$ 72.72)

Do Not Pay

You have a credit balance on your account.

Seq=47078 Cyc=33M8 Sup=937159

0649387

JUSTIN HOULKER
 7117 SW ARCHER RD LOT 97
 GAINESVILLE FL 32608-4681

00090708806493870000000072722



Service To:
JUSTIN HOULKER
7117 SW ARCHER RD UNIT 97
GAINESVILLE, FL 32608-4681
Lot: 13261333 Block:

Account Number
000907088 0649387
 ARREDONDO FARMS
 1338568 PWSID # FL2010042

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

Tel: **877.987.2762**
 Fax: **866.789.8292**
 e Mail: **custserv@aquaservice.com**

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **September 15, 2010** Total Amount Due **\$ 115.44** Current Charges Due Date **October 07, 2010**

Meter Data		Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
		56585813	5/8	09/13/10	32	Actual	82300	0	Gallons
				09/12/10		Actual	82300	0	Gallons
				Total Days:	32	Total Usage:		0	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 178.16
Total Payments Received	120.44
Remaining Balance	57.72
Water Base Facility Charge	15.71
Current Water Charges	15.71
Sewer Base Facility Charge	35.44
Current Sewer Charges	35.44
Late Charge	5.00
Utility Tax	1.57
Amount Due	\$ 115.44

Message Center (see reverse side for other information)

- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by the end of June and would like to receive a free copy, please call 1.877.WTR.AQUA or visit our website at www.aquautilitiesflorida.com to view your report.
- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

Keep top portion for your records.
 Return this portion with your payment.

AQUA Water/Sewer Bill
 Aqua Utilities Florida, Inc.
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
JUSTIN HOULKER
7117 SW ARCHER RD UNIT 97
GAINESVILLE, FL 32608-4681
Lot: 13261333 Block:

Account Number
000907088 0649387
 Amount Due **\$ 115.44** Current Charges Due Date **October 07, 2010**

Amount Enclosed
 \$

Please make check payable to Aqua Util. FL.
 Print your account number on your check,
 then mail to address on back.

Seq-28834 Cyo-3348 Top-913858

0649387

JUSTIN HOULKER
 7117 SW ARCHER RD LOT 97
 GAINESVILLE FL 32608-4681

00090708806493870000000315446

AQUA

#97

Aqua America, Inc.
762 W. Lancaster Avenue
Bryn Mawr, Pa., 19010
www.aquamerica.com

Facsimile Transmission Form

	3-15-11
	Justin Houcker
	352-372-7271
	Aqua
	3
	Resume

Message:

Note: The documents accompanying this facsimile transmittal sheet are intended for the recipient named above and may contain confidential and/or privileged information. If you receive this transmission in error, please notify the sender of the facsimile immediately.

A MEMBER OF THE AQUA AMERICA FAMILY OF COMPANIES

HOOLKER, JUSTIN
 7117 SW ARCHER RD 97
 GAINESVILLE, FL 32608-468
 000907088/649387 0001

TRANS	# OF DAYS	METER READ	READ TYPE	CONSUMPTION	AVG DLY. USAGE	TL. CURRENT CHARGES	ADJUSTMENTS	PAYMENTS	DATE	BALANCE
PYMT								\$93.64	2011/03/07	
BILL						\$93.64	\$0.00		2011/03/04	\$753.83
READ	0028	001571	A	27.000	96.428				2011/02/08	
PYMT								\$93.64	2011/01/14	
BILL						\$93.64	\$282.00-		2011/02/04	\$753.83
READ	0029	001544	A	27.000	93.103				2011/01/11	
BILL						\$60.67	\$6.76-		2011/01/06	\$942.19
READ	0019	001317	A	18.000	94.736				2010/12/13	
PYMT								\$73.38	2010/12/14	
BILL						\$1,697.02	\$662.64-		2010/12/24	\$961.66
READ	0378	001499	A	676.000	178.835				2010/11/24	
PYMT								\$115.44	2010/10/21	
PYMT								\$178.16	2010/09/17	
PYMT								\$120.44	2010/08/16	
PYMT								\$57.09	2010/06/21	
PYMT								\$53.35	2010/05/10	
PYMT								\$52.72	2010/04/23	
PYMT								\$52.44	2010/03/08	
PYMT								\$53.00	2010/02/08	
PYMT								\$52.72	2010/01/08	
PYMT								\$52.33	2009/12/11	
BILL						\$52.33	\$0.00		2009/12/08	\$52.33
READ	0033	000823	A	0.000	0.000				2009/11/11	
PYMT								\$243.46	2009/10/23	
BILL						\$84.12	\$0.00		2009/11/04	\$243.46
READ	0031	000823	A	19.000	61.290				2009/10/09	
BILL						\$159.34	\$0.00		2009/10/02	\$159.34
READ	0034	000804	A	82.000	241.176				2009/09/08	
PYMT								\$134.58	2009/08/24	
BILL						\$134.58	\$0.00		2009/08/31	\$134.58
READ	0030	000722	A	57.000	190.000				2009/08/05	
PYMT								\$113.35	2009/07/24	
BILL						\$113.35	\$0.00		2009/07/30	\$113.35
READ	0032	000665	A	43.000	134.375				2009/07/06	
PYMT								\$94.81	2009/06/25	
BILL						\$94.81	\$0.00		2009/06/30	\$94.81
READ	0034	000622	A	30.000	88.235				2009/06/04	
PYMT								\$100.51	2009/05/21	
BILL						\$100.51	\$0.00		2009/05/27	\$100.51
READ	0030	000592	A	34.000	113.333				2009/05/01	
PYMT								\$14.17	2009/04/30	
BILL						\$80.82	\$0.00		2009/05/04	\$14.17
READ	0030	000558	A	42.000	140.000				2009/04/01	
PYMT								\$135.91	2009/04/09	
PYMT								\$66.65	2009/03/20	
BILL						\$69.26	\$0.00		2009/04/09	\$135.91
READ	0028	000516	A	30.000	107.142				2009/03/02	
BILL						\$66.65	\$0.00		2009/03/17	\$66.65
READ	0031	000486	A	27.000	87.096				2009/02/02	
PYMT								\$70.13	2009/01/30	
BILL						\$70.13	\$0.00		2009/01/29	\$70.13
READ	0032	000459	A	31.000	96.875				2009/01/02	
PYMT								\$1.73	2008/12/26	
BILL						\$65.76	\$0.00		2008/12/26	\$1.73
READ	0028	000428	A	26.000	92.857				2008/12/01	
PYMT								\$133.29	2008/11/28	
PYMT								\$64.03	2008/11/06	
BILL						\$69.26	\$0.00		2008/12/01	\$133.29
READ	0033	000402	A	30.000	90.909				2008/11/03	
BILL						\$64.03	\$0.00		2008/10/27	\$64.03
READ	0029	000372	A	24.000	82.758				2008/10/01	
PYMT								\$54.01	2008/10/02	
BILL						\$54.01	\$0.00		2008/09/29	\$54.01

March 23, 2011

Statement regarding interview with Resident

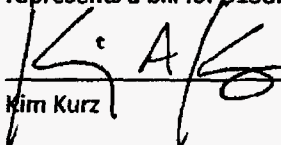
By Kim Kurz, Director of Special Projects, Yes Communities, Inc

William and Margaret Wright: 7117 SW Archer Rd. #2407
352-335-5147

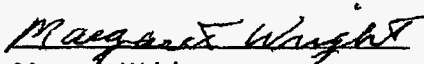

Met with Bill and Margaret Wright and their daughter Judy Donovan at their home to discuss the water provided by AQUA Utilities. They have owned the home in the community since 1999. Bill and Margaret are retired seniors on fixed incomes. They had several complaints. They pay on time consistently. They do not drink the water because it is foul tasting. The water is hard and need additional special cleaning supplies for getting out spots and soap.

The first complaint is a major billing problem. They received a \$2,088+ charge on their bill in February 2011. When Margaret called AQUA's customer service line, she was told that they had neglected to charge her for the usage portion of water and sewer for a 19 month period of time, which had accumulated to 93,700 gallons of usage and was now back billing her. Margaret told them that she would not be able to pay the full bill. After speaking to many supervisors she spoke to someone named Patrick. Patrick asked her how much she could afford. She was already paying \$52.72 for facility fees and now usage. She said she could afford \$25 more or \$75 per month. The payment plan was written for \$25 per month for 84 months. What nobody at the customer service department reviewed or corrected was that this the bill showed this 93,700 usage for the billing period of 1/11-2/8 not 19 months, it charged Margaret at the highest tier of over \$20 per 1000 gallons. Back billing for 19 months for their error is excessive and unfair.

The next bill the Wrights received was for 5600 gallons. I looked at the meter and it was not spinning reflecting no leaks. I was unable to determine how this couple could be using this much water. This represents a bill for \$138.68 plus the \$25 payment plan. \$163.68 per month is extreme.


Kim Kurz _____ Date 3/23/11

This statement is true and accurate.


Margaret Wright _____ Date 3-24-11
Bill Wright 

Attachment(s): Original complaint filed with Arredondo Farms office
Copies of bills of large back usage charge and payment plan.
Copy of notice for rate increase and public hearing



PO 1999

Water and Sewer Utility Services Complaint Form

*Name: William & Margaret Wright

DAUGHTER
JUDY DONOVAN

*Address: 7117 SW Archer Rd.
Unit # 2407, Gainesville, FL 32608

Telephone: (352) 335-5147

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 000906882 0649211

*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

tap water stains ceramic mugs a spring water does not when making tea.

- Excessive Bills. Although the bill came down recently, the bill is exactly the same every month so the meter must be read each month.
- Need to purchase bottled water because taste of the tap water is terrible!
- Cannot get soapy water with soap in the shower because the water is so hard.

*Signature: [Signature]

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

3/23 237840
[Signature]

*Required field

WORK ORDER -
LOCK UP
OUTSIDE
HOSE BIB.

*PAUL THOMPSON
Fax 850-773-2626
3/ea/11*

that sent to billing to correct



AQUA

Service To:
WILLIAM M. WRIGHT
7117 SW ARCHER RD UNIT 2407
GAINESVILLE, FL 32608-4645
Lot: 13261505 Block:

Account Number
000906882 0649211
ARREDONDO FARMS
1336568 PWSID # FL2010042

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

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

Questions about your water/sewer service?... Contact us before the due date.
Bill Date: **February 10, 2011** Total Amount Due: **\$ 2,088.06** Current Charges Due Date: **March 04, 2011**

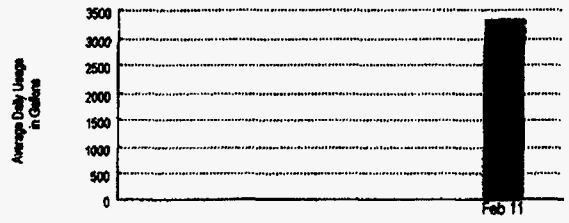
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
58584511	5/8	02/08/11	28	Actual	229500	93,700	Gallons
		01/11/11		Actual	135800		
Average Daily Usage = 3,346 Gallons		Total Days: 28		Total Usage:		93,700	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 52.72
Total Payments Received	52.72
Remaining Balance	0.00
Water Base Facility Charge	15.71
5,000 gallons @ \$0.00731 per gallon	36.55
Next 5,000 gallons @ \$0.00898 per gallon	44.90
Next 83,700 gallons @ \$0.02067 per gallon	1,730.08
Current Water Charges	1,827.24
Sewer Base Facility Charge	35.44
6,000 gallons @ \$0.00711 per gallon	42.66
Next 87,700 gallons @ \$0.00 per gallon	0.00
Current Sewer Charges	78.10
Utility Tax	182.72
Amount Due	\$ 2,088.06

Water Usage History



Read Types: Actual Estimated Customer
2-25-11 - PD 25,00

FEB. 2011

Message Center (see reverse side for other information)

▪ The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.



Service To:
WILLIAM M. WRIGHT
7117 SW ARCHER RD UNIT 2407
GAINESVILLE, FL 32608-4645
Lot: 13261505 Block:

Account Number
000906882 0649211
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

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

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

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

Bill Date **March 14, 2011** Total Amount Due **\$ 2,201.74** Current Charges Due Date **April 05, 2011**

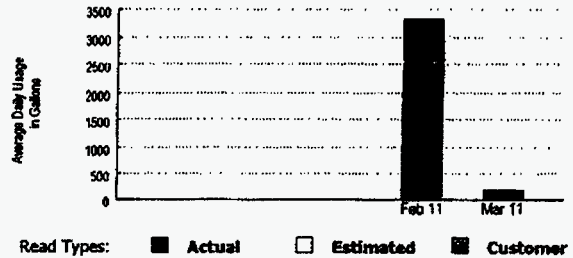
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56584511	5/8	03/09/11	29	Actual	235100	5,600	Gallons
		02/08/11		Actual	229500		
Average Daily Usage = 193 Gallons		Total Days: 29		Total Usage:		5,600	Gallons

Billing Detail

Amount Owed from Last Bill.....	\$ 2,088.06
Total Payments Received.....	25.00
Remaining Balance.....	2,063.06
Water Base Facility Charge.....	15.71
5,000 gallons @ \$0.00731 per gallon.....	36.55
Next 600 gallons @ \$0.00898 per gallon.....	5.39
Current Water Charges.....	57.65
Sewer Base Facility Charge.....	35.44
5,600 gallons @ \$0.00711 per gallon.....	39.82
Current Sewer Charges.....	75.26
Utility Tax.....	5.77
Amount Due.....	\$ 2,201.74

Water Usage History



MAR - 2011

Message Center (see reverse side for other information)

- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.



Service To:
WILLIAM M. WRIGHT
7117 SW ARCHER RD UNIT 2407
GAINESVILLE, FL 32608-4645
Lot: 13261505 Block:

Account Number
000906882 0649211
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

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

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

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

Bill Date **January 13, 2011** Total Amount Due **\$ 52.72** Current Charges Due Date **February 04, 2011**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56584511	5/8	01/11/11	29	Actual	135800	0	Gallons
		12/13/10		Actual	135600		
			Total Days:	29	Total Usage:		0 Gallons

Billing Detail

Amount Owed from Last Bill	\$ 52.72
Total Payments Received	52.72
Remaining Balance	0.00
Water Base Facility Charge	15.71
Current Water Charges	15.71
Sewer Base Facility Charge	35.44
Current Sewer Charges	35.44
Utility Tax	1.57
Amount Due	\$ 52.72

JAN. 2011

Message Center (see reverse side for other information)

- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.



Aqua America, Inc.
762 Lancaster Avenue
Bryn Mawr, PA 19010-3489

Payment Arrangement Letter

Regarding: Aqua Account Number: 000906882 0649211

02/21/2011

Dear Customer,

This letter confirms the agreed upon payment arrangement terms that are described below:

Total Balance Due: \$2088.06
Total Payment Arrangement Balance: \$2088.06
Payment Arrangement Was Made On: February 21, 2011
Installment Payment: \$25.00, for 84 months
Due Date of Installment Payment(s): 28th of each month beginning February 28, 2011

Also, it is important for you to know:

1. Each monthly installment payment must be received on or before the installment due date stated above. Please allow 7 days for mailing and processing time. Please write the Aqua account number on all payments.
2. Your current monthly bill amount found under the Billing Detail section of your bill is due each month on or before the due date listed on that bill. The current monthly bill amount is equal to the Amount Due minus the Amount Owed from Last Bill-Balance. Please note, the current monthly bill due date is different than the due date of your monthly installment(s) and you will need to send two payments to Aqua. One payment for your current bill amount and another payment for your installment amount.
3. This payment arrangement will automatically cancel if either your monthly installment or your current monthly bill amount is received after their due date. This is the only notice you will receive explaining your monthly payment arrangement.
4. Payments are to be mailed to:

AQUA
P.O. Box 1229
Newark, NJ 07101-1229

If you have any questions regarding this payment arrangement, please contact us at 1.877.987.2782 (1.877.WTR.AQUA)

We appreciate this opportunity to be of service to you.

Sincerely

AQUA Customer Service

An Aqua America Company

PAP015-A-3



Aqua America, Inc.
762 Lancaster Avenue
Bryn Mawr, PA 19010-3489

Seq=7

WILLIAM M WRIGHT
7117 SW ARCHER RD UNIT 2407
GAINESVILLE, FL 32608-4645

**Before the Florida Public Service Commission
Notice of Customer Meetings
Docket No. 100330-WS**

Application for increase in water and wastewater rates in Alachua, Brevard, DeSoto, Hardee, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington Counties, Florida by Aqua Utilities Florida, Inc. (Utility)

NOTICE is hereby given that the Staff of the Florida Public Service Commission will conduct customer meetings in the above-referenced docket to discuss the Utility's application for an increase in water and wastewater rates. The nearest customer meetings to you will be conducted at the following time and place, and will continue until all of the customers have been heard:

Date and Time:	October 21, 2010 at 6:00 p.m.	October 22, 2010 at 10:00 a.m.
Place:	Alachua County Board of Commissioners Board Room (2nd Floor) 12 SE 1st Street Gainesville, Florida	St. Johns River Water Management District Governing Board Room 4049 Reid Street Palatka, Florida

All persons who wish to comment are urged to be present at the beginning of these meetings, since the meetings may be adjourned early if no customers are present. One or more of the Commissioners of the Florida Public Service Commission may attend and participate in these meetings. Again, these meetings will begin as scheduled and will continue until all of the customers have been heard.

PURPOSE AND PROCEDURE

The purpose of these meetings is to allow customers and other interested persons the opportunity to provide comments to the Commission Staff regarding the quality of service the Utility provides and to ask questions on the rates proposed in this docket, as well as other issues. Commission Staff will be available to address and coordinate customers' comments and to assist members of the public. A representative from the Utility may also be in attendance.

At the beginning of each meeting, procedures will be established for the order of comments. Commission Staff will have sign-up sheets, and customers will be called in the order that they sign up to speak. **AGAIN, CUSTOMERS WHO WISH TO PRESENT COMMENTS ARE URGED TO APPEAR PROMPTLY AT EACH SCHEDULED MEETING TIME BECAUSE THE CUSTOMER MEETING MAY BE ADJOURNED EARLY IF NO CUSTOMERS ARE PRESENT TO COMMENT.**

On September 1, 2010, the Utility filed its petition for a rate increase with the Commission. Currently, the Commission is reviewing the application to determine if the minimum filing requirements have been met. Thus, an official date of filing has not been established. Once the official date of filing is established, an Initial Customer Notice will be sent pursuant to Rule 25-22.0407, Florida Administrative Code, outlining the Utility's request.

Aqua Utilities Florida, Inc.'s proposed residential rates:

	Water	Wastewater
	Proposed Consolidated Rates	Proposed Consolidated Rates
Class/Meter Size		

5/8" X 3/4"	\$ 17.66	\$ 37.87
<i>Water Gallonage</i>		
<i>Block 1, 0-6,000</i>	\$ 6.49	
<i>Block 2, 6,001 - 12,000</i>	\$ 9.73	
<i>Block 3, Over 12,000</i>	\$ 12.98	
<i>Wastewater Gallonage (capped at 6,000 gal.)</i>		\$ 9.53

Customers should be aware that the rates shown on this notice are based on the Company's proposal to have the same rates charged to all its customers. The Company's rate proposal will be an issue in the case. Should the Commission not approve the Company's proposal to charge the same rates to all customers, the rates shown above may be higher or lower depending on the rate structure approved and the amount of revenue increase granted, if any.

Any person requiring some accommodation at this meeting because of a physical impairment should call the Office of the Commission Clerk at 850-413-6770 at least 48 hours prior to the hearing. Any person who is hearing or speech impaired, please contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at 1-800-955-8771 (TDD) or 1-800-955-8770 (Voice).

EMERGENCY CANCELLATION OF CUSTOMER MEETINGS

If a named storm or other disaster requires cancellation of the meetings, Commission staff will attempt to give timely direct notice to the parties. Notice of cancellation of the meetings will also be provided on the Commission's website (<http://www.psc.state.fl.us>) under the Hot Topics link found on the home page. Cancellation(s) can also be confirmed by calling the Office of the General Counsel at 850-413-6199.

HOW TO CONTACT THE COMMISSION

Any person who wishes to comment or provide information to Commission Staff may do so at the meetings, either orally or in writing. Other written comments regarding the Utility and the proposed rates, or requests to be placed on the mailing list for this case, may be directed to this address:

Office of the Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

All correspondence should refer to "Docket No. 100330-WS; Aqua Utilities Florida, Inc." Your letter will be placed in the correspondence file of this docket. You may also submit comments through the Florida Public Service Commission's toll-free facsimile line at 1-800-511-0809.

If you wish to contact the Florida Public Service Commission regarding complaints about service, you may call the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number 1-800-342-3552. You may also submit a complaint through the Commission's website at:

<http://www.floridapsc.com/consumers/complaints/index.aspx>.

This notice was prepared by the Utility and approved by Commission Staff for distribution by the Utility to its customers.

March 22, 2011

Statement regarding interview with Resident
By Kim Kurz, Director of Special Projects, Yes Communities, Inc

Joyce Helms: 7117 SW Archer Rd, #2621
352-284-5811

Met with Joyce Helms at her home to discuss the water provided by AQUA Utilities. She has rented her home from the community since January 2010. Joyce has several complaints.

The first complaint is that the rates are excessive. There are 2 people in the household and their water bill averages \$100-130 per month.

In August 2010, Joyce received a large bill for \$424.97. The billing period was from 1/28/10-8/12/10 which had already been billed and paid for. She was able to speak to a supervisor at the public hearing that removed the charge.


Joyce does not drink the water straight from the tap. She purchases bottled water to drink and filters water with a Brita to cook.

Finally, they have experienced plumbing issues and clogs that the Arredondo Maintenance staff has handled. In December 2010, Joyce brought us a particle from her home that was clogging her plumbing that was the size of the head of a pencil. The picture we took is attached.


Kim Kurz

3/23/11
Date

This statement is true and accurate.


Joyce Helms

3-23-2011
Date

Attachment(s): Original complaint filed with Arredondo Farms office
Picture of large particle taken from plumbing in Dec 2010
Copies of bills that represent double billing



CHECK FOR
PARTIAL
AFTER 12:00

Water and Sewer Utility Services Complaint Form

Date: 3-15-2001

*Name: Joyce James Helm

*Address: 7117 Archer rd Lot 2621
3260

Telephone: 352 284-5811

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 006177730649274

*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

I been here for a while a my bill
has been sky high which I can't afford
it is higher than my light bill. And the water
is so bad that you can't drink it and my Fishes die
From the water

BUY WATER
+ BRINA
FOR COOKING.

*Signature: Joyce Helm James Helm

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

they are taking for the poor
they are getting rich off bad water
there noway that u can use \$200.00.mth.
who I really like were I live
it the bad water.

From:

09/14/2010 13:31

#489 P.001/001

DOUBLE BILL



Service To:
JOYCE HELM
7117 SW ARCHER RD UNIT 2621
GAINESVILLE, FL 32608-4658
Lot: 13261472 Block:

Account Number
001617773 0649274
ARREDONDO FARMS
1336568 PWSID • FL20•0042

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

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

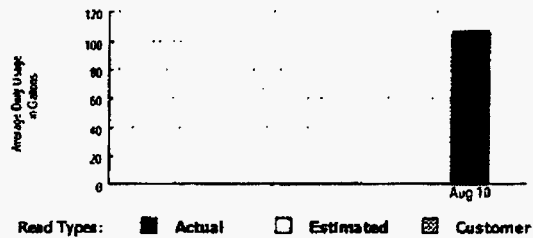
Questions about your water/sewer service?... Contact us before the due date.
Bill Date **August 30, 2010** Total Amount Due **\$ 424.97** Current Charges Due Date **September 21, 2010**

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	56584494	5/8	08/12/10	196	Actual	160600	21,000	Gallons
			01/28/10		Actual	139600		
Average Daily Usage = 107 Gallons			Total Days: 196		Total Usage:		21,000	Gallons

Billing Detail

Amount Owed from Last Bill.....	\$ 137.65	Credit
Total Payments Received.....	100.00	
Remaining Balance.....	237.65	Credit
Water Base Facility Charge.....	102.64	
21,000 gallons @ \$0.00731 per gallon.....	153.53	
Current Water Charges.....	256.17	
Sewer Base Facility Charge.....	231.54	
21,000 gallons @ \$0.00711 per gallon.....	149.29	
Current Sewer Charges.....	380.83	
Utility Tax.....	25.62	
Amount Due.....	\$ 424.97	

Water Usage History



Message Center (see reverse side for other information)

- LONG BILL ALERT - This bill covers a greater number of days of service than your normal bill. If you require payment arrangements, please call 877.987.2782.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by the end of June and would like to receive a free copy, please call 1.877.WTR.AQUA or visit our website at www.aquautilitiesflorida.com to view your report.
- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

Keep top portion for your records.
Return this portion with your payment.

AQUA Water/Sewer Bill

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

Service To:
JOYCE HELM
7117 SW ARCHER RD UNIT 2621
GAINESVILLE, FL 32608-4658
Lot: 13261472 Block:

Account Number
001617773 0649274
Amount Due **\$ 424.97** Current Charges Due Date **September 21, 2010**

Amount Enclosed

\$

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

00161777306492740000000424970

Seq-3085 Cyc- 1up-906793

0649274

JOYCE HELM
451 PLANTATION DR
T: TUSVILLE FL 32780-2572



Service To:
JOYCE HELM
7117 SW ARCHER RD UNIT 2621
GAINESVILLE, FL 32608-4658
Lot: 13261472 Block:

Account Number
001617773 0649274
 ARREDONDO FARMS
 1386568 PWSID # FL2010042

OKH
2443

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

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

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

Bill Date **September 15, 2010** Total Amount Due **\$ 510.80** Current Charges Due Date **October 07, 2010**

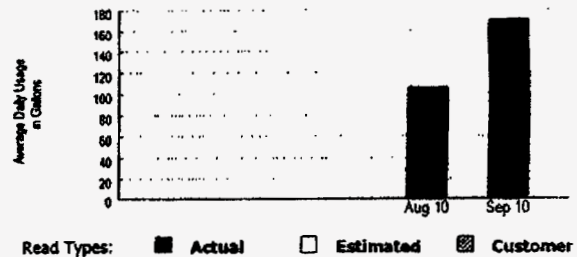
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56584494	5/8	09/13/10	32	Actual	166100	5,500	Gallons
		08/12/10		Actual	160600		
Average Daily Usage = 171 Gallons		Total Days: 32		Total Usage:		5,500	Gallons

Billing Detail

Amount Owed from Last Bill.....	\$ 424.97
Total Payments Received.....	0.00
Remaining Balance	424.97
Adjustments.....	51.15 Credit
Water Base Facility Charge.....	15.71
5,000 gallons @ \$0.00731 per gallon.....	36.55
Next 500 gallons @ \$0.00898 per gallon.....	4.49
Current Water Charges.....	56.75
Sewer Base Facility Charge.....	35.44
5,500 gallons @ \$0.00711 per gallon.....	39.11
Current Sewer Charges.....	74.55
Utility Tax.....	5.68
Amount Due	\$ 510.80

Water Usage History



Read Types: Actual Estimated Customer

Message Center (see reverse side for other information)

- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by the end of June and would like to receive a free copy, please call 1.877.WTR.AQUA or visit our website at www.aquautilitiesflorida.com to view your report.
- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

Keep top portion for your records.
 Return this portion with your payment.

AQUA Water/Sewer Bill

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

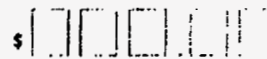
Service To:
JOYCE HELM
7117 SW ARCHER RD UNIT 2621
GAINESVILLE, FL 32608-4658
Lot: 13261472 Block:

Account Number
001617773 0649274
 Amount Due **\$ 510.80** Current Charges Due Date **October 07, 2010**
 Amount Enclosed

Seq=25899 Cyc=33M9 1up=913858 25899 1 AV 0.335

0649274

*****AUT0**5-DIGIT 32608 C 62 P 78
 JOYCE HELM
 7117 SW ARCHER RD LOT 2621
 GAINESVILLE FL 32608-4658



Please make check payable to Aqua Util. FL.
 Print your account number on your check,
 then mail to address on back.

00161777306492740000000510804



From:

09/14/2010 14:16

#491 P.004/005



Service To:
JOYCE HELM
7117 SW ARCHER RD UNIT 2621
GAINESVILLE, FL 32608-4658
Lot: 13261472 Block

Account Number
001617773 0649274
ARRONDONO FARMS
1336568 PWSID # FL2010042

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

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

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

Bill Date
May 12, 2010

Total Amount Due
\$ 199.84

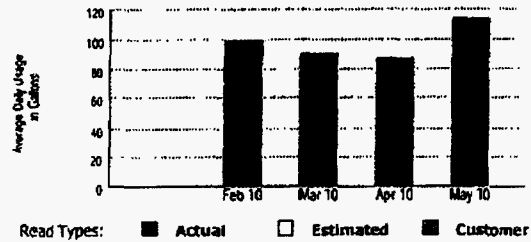
Current Charges Due Date
June 03, 2010

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	56584494	5/8	05/10/10	28	Actual	149500	3,200	Gallons
			04/12/10		Actual	146300		
Average Daily Usage = 114 Gallons			Total Days: 28		Total Usage:		3,200	Gallons

Billing Detail

Amount Owed from Last Bill \$ 236.29
 Total Payments Received 137.65
 Remaining Balance 98.64
 Water Base Facility Charge 15.71
 3,200 gallons @ \$0.00731 per gallon 23.39
 Current Water Charges 39.10
 Sewer Base Facility Charge 35.44
 3,200 gallons @ \$0.00711 per gallon 22.75
 Current Sewer Charges 58.19
 Utility Tax 3.91
 Amount Due \$ 199.84

Water Usage History



Message Center (see reverse side for other information)

- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by the end of June and would like to receive a free copy, please call 1.877.WTR.AQUA or visit our website at www.aquautilitiesflorida.com to view your report.
- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

Keep top portion for your records.
Return this portion with your payment.

AQUA Water/Sewer Bill

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

Service To:
JOYCE HELM
7117 SW ARCHER RD UNIT 2621
GAINESVILLE, FL 32608-4658
Lot: 13261472 Block

Account Number
001617773 0649274
Amount Due Current Charges Due Date
\$ 199.84 June 03, 2010

Seq=28428 Cyc=33M9 1up=862464

0649274

JOYCE HELM
451 PLANTATION DR
TITUSVILLE FL 32780-2572

Amount Enclosed
\$

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

00161777306492740000000199848

From:

09/14/2010 14:16

#491 P.005/005



Service To:
JOYCE HELM
7117 SW ARCHER RD UNIT 2621
GAINESVILLE, FL 32608-4658
Lot: 13261472 Block:

Account Number
001617773 0649274
ARREDONDO FARMS
1336568 PWSID # FL2010042

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

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

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

Bill Date
April 14, 2010

Total Amount Due
\$ 236.29

Current Charges Due Date
May 06, 2010

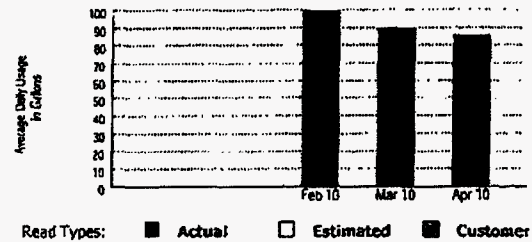
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56584494	5/8	04/12/10	31	Actual	146300	2,700	Gallons
		03/12/10		Actual	143600		
Average Daily Usage = 87 Gallons		Total Days: 31		Total Usage:		2,700	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 137.65
Total Payments Received	0.00
Remaining Balance	137.65
Water Base Facility Charge	15.71
2,700 gallons @ \$0.00731 per gallon	19.74
Current Water Charges	35.45
Sewer Base Facility Charge	35.44
2,700 gallons @ \$0.00711 per gallon	19.20
Current Sewer Charges	54.64
Late Charge	5.00
Utility Tax	3.55
Amount Due	\$ 236.29

Water Usage History



Message Center (see reverse side for other information)

- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

Keep top portion for your records.
Return this portion with your payment.

AQUA Water/Sewer Bill

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

Service To:
JOYCE HELM
7117 SW ARCHER RD UNIT 2621
GAINESVILLE, FL 32608-4658
Lot: 13261472 Block:

Account Number
001617773 0649274
Amount Due Current Charges Due Date
\$ 236.29 May 06, 2010

Seq=24989 Cyc=331M9 1up=657315

0649274

JOYCE HELM
7117 SW ARCHER RD LOT 2621
GAINESVILLE FL 32608-4658

Amount Enclosed
\$

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

00161777306492740000000236291

From:

09/14/2010 14:15

#491 P.001/005



Service To:
JOYCE HELM
7117 SW ARCHER RD UNIT 2621
GAINESVILLE, FL 32608-4658
Lot: 13261472 Block:

Account Number
001617773 0649274
ARREDONDO FARMS
1336568 PWSID # FL2010042

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

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

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

Bill Date
March 16, 2010

Total Amount Due
\$ 137.65

Current Charges Due Date
April 07, 2010

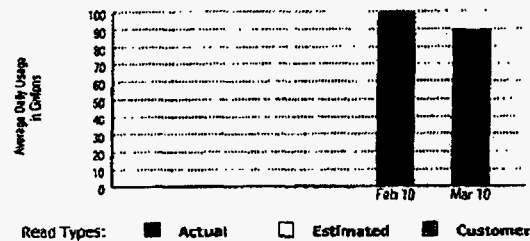
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56584494	5/8	03/12/10	32	Actual	143600	2,900	Gallons
		02/08/10		Actual	140700		
Average Daily Usage = 90 Gallons		Total Days: 32		Total Usage:		2,900	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 35.99
Total Payments Received	0.00
Remaining Balance	35.99
Water Base Facility Charge	15.71
2,900 gallons @ \$0.00731 per gallon	21.20
Current Water Charges	36.91
Sewer Base Facility Charge	35.44
2,900 gallons @ \$0.00711 per gallon	20.62
Current Sewer Charges	56.06
Late Charge	5.00
Utility Tax	3.69
Amount Due	\$ 137.65

Water Usage History



Message Center (see reverse side for other information)

- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

Keep top portion for your records.
Return this portion with your payment.

AQUA Water/Sewer Bill

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

Service To:
JOYCE HELM
7117 SW ARCHER RD UNIT 2621
GAINESVILLE, FL 32608-4658
Lot: 13261472 Block:

Account Number
001617773 0649274
Amount Due
\$ 137.65
Current Charges Due Date
April 07, 2010

Amount Enclosed
\$

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

Seq=31808 Cyc=33M9 1up=839581

0649274

JOYCE HELM
7257 NW 4TH BLVD
PO BOX 311
GAINESVILLE FL 32602-0311

00161777306492740000000137656

From:

09/14/2010 14:15

#491 P.002/005



Service To:
JOYCE HELM
7117 SW ARCHER RD UNIT 2621
GAINESVILLE, FL 32608-4658
Lot: 13261472 Block:

Account Number
001617773 0649274
ARREDONDO FARMS
1336568 PWSID # FL2010042

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

Tel: 877.987.2782
Fax: 866.780.8292
e Mail: custserv@aquaamerica.com

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

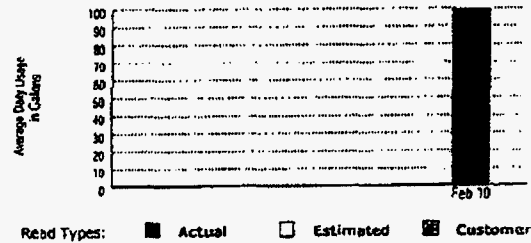
Bill Date **February 10, 2010** Total Amount Due **\$ 35.99** Due Date **March 05, 2010**

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	56584494	5/8	02/08/10	11	Actual	140700	1,100	Gallons
			01/28/10		Actual	139600		
Average Daily Usage = 100 Gallons			Total Days: 11		Total Usage:		1,100	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 0.00
Total Payments Received	0.00
Balance	0.00
Water Base Facility Charge	5.76
1,100 gallons @ \$0.00731 per gallon	8.04
Current Water Charges	13.80
Sewer Base Facility Charge	12.99
1,100 gallons @ \$0.00711 per gallon	7.82
Current Sewer Charges	20.81
Utility Tax	1.38
Amount Due 03/05/10	\$ 35.99

Water Usage History



Message Center (See reverse side for other information)

- Please note, your account number is a 16-digit number. The full 16-digits including any zeros must be provided to ensure correct and prompt posting to your Aqua account

Keep top portion for your records.
Return this portion with your payment.

AQUA Water/Sewer Bill

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

Service To:
JOYCE HELM
7117 SW ARCHER RD UNIT 2621
GAINESVILLE, FL 32608-4658
Lot: 13261472 Block:

Account Number
001617773 0649274
Total Amount Due **\$ 35.99** Due Date **March 05, 2010**

Amount Enclosed
\$

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

Seq-33950 Cyc-33M9 1up-826308

0649274

JOYCE HELM
7257 NW 4TH BLVD
PO BOX 311
GAINESVILLE FL 32602-0311

00161777306492740000000035999

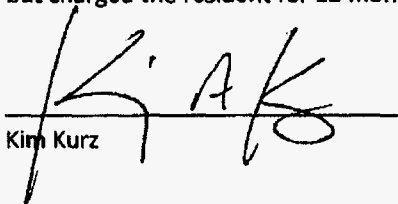
January 13, 2011

Statement regarding AQUA account review for resident
By Kim Kurz, Director of Special Projects, Yes Communities, Inc

MaryAnn Walker: 7117 SW Archer Rd. #2205

I was informed of this problem from Mallory at the Arredondo Office. MaryAnn is rented her home from the community since March 2008. As a result of this billing error which resulted in a high water bill she has since moved out and abandoned her home. The community charged \$606.25 on this account due to the abandonment. The home remains vacant resulting in lost rent of \$530 per month.

This account is a perfect example of a number of billing errors all on one account. AQUA was showing this site as inactive, meaning they did not think anyone lived there. When they realized it, they attempted to get meter reads, had to swap out the meter. When they did, they used the beginning read from old meter and ending read from new resulting in a billing 222,500 gallons. They finally fixed that but charged the resident for 12 months base facility charges.


Kim Kurz

3/20/11
Date

Attachment(s): Copies of bills showing inaccurate meter reads and large back charges.

out

MINIMUM \$285 COMMISSION

1/13/11 - DISCUSSION w/ LUCY.

2205 Billing Summary - 3/00
- RENTAL MOVED OUT 3/10
- DO ACCT PRINT OUT.

9/8/09 - 9/13/10 - METAL WAS SICK AT 2588000 AND THEY DID NOT CATCH IT.

CUSTOMER - MINIMUM MADE NO PAYMENTS DURING THAT TIME EXCEPT JAN 10 \$96.

AQUA CHARGED ABOUT \$84.21 FOR SERVICE FOR THAT MONTH.
OCTOBER BASE CHG \$52.72
440.93

THESE PAYMENTS MADE ON INCORRECT NEW BILL OF \$102.41

THESE PAYMENTS MADE ON INCORRECT DEC BILL OF \$96.55
REG BAL 241.97

FRAMES METAL SWAP CORRECT 0 - 19100 429.90
CORRECT CHARGES 429.90
476.87

BILL IS FOR 671.87

MAKE PAYMENT ASSIGNMENTS.

AQUA

Service To:
MARYANN WALKER
 7117 SW ARCHER RD UNIT 2205
 GAINESVILLE, FL 32608-4695
 Lot: 13261401 Block:

Account Number
001454043 064915
 ARREDONDO FARMS
 1336568 PWSID # FL201

Aqua Utilities Florida, Inc.
 762 W. Lancaster Avenue
 Bryn Mawr, PA 19010-3499

Tel: 877.987.2782
 Fax: 866.780.8292
 e Mail: custserv@aquasystems.com

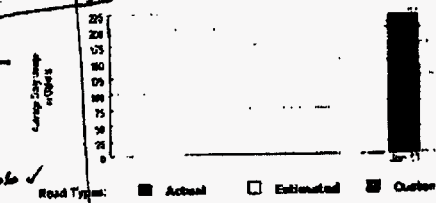
Questions about your water/sewer service? ... Contact us before the
 Bill Date **January 06, 2011** Total Amount Due **\$ 671.87** Current Charges Due **January 31, 2**

Meter Data	Meter	Size	Rating	Period	Days	Read Type	Meter Readings	Usage	
New Meter	09083588	5/8	0106/11	75	Actual	19100		19,100	
			1022/10		Actual	0		0	
Old Meter	56585742	5/8	1022/10	11	Actual	26800		0	
			1019/10		Actual	26800		0	
*We have exchanged your meter during this billing period									
Average Daily Usage = 222 Gallons									
Total Days: 86							Total Usage:	19,100	

Billing Detail

Amount Owed from Last Bill	\$ 6,143.07
Total Payments Received	5,804.55
Remaining Balance	4,048.52
Adjustments	5,804.55 Credit
Water Base Facility Charge	45.04
14,333 gallons @ \$0.00731 per gallon	104.78
Next 4,757 gallons @ \$0.00896 per gallon	42.80
Current Water Charges	192.82
Sewer Base Facility Charge	101.59
17,200 gallons @ \$0.00711 per gallon	122.29
Next 1,900 gallons @ \$0.00 per gallon	0.00
Current Sewer Charges	223.88
Interest On Deposit	5.86 Credit
Utility Tax	19.76

Water Usage History



6000
x 3

672.37

Message Center (see reverse side for other information)

- **LONG BILL ALERT** - This bill covers a greater number of days of service than your normal bill. If you require payment arrangements, please call 877 987 2782
- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper service, please remember to provide your full 16-digit account number when paying your bill.

Keep top portion for your records.
 Return this portion with your payment.

AQUA Water/Sewer Bill

Aqua Utilities Florida, Inc.
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3499

Service To:
MARYANN WALKER
 7117 SW ARCHER RD UNIT 2205
 GAINESVILLE, FL 32608-4695
 Lot: 13261401 Block:

Account Number
001454043 0649151
 Amount Due **\$ 671.87** Current Charges Due D
January 31, 2011
 Amount Enclosed

000 2582 / Lx 100190344 25827 1 MB 0.382 064915

*****AUTOMATED** AABC 169 C 67 P 46
 MARYANN WALKER
 7117 SW ARCHER RD LOT 2205
 GAINESVILLE FL 32608-4695



Please make check payable to Aqua Util.
 Print your account number on your check
 then mail to address on back.

00145404306493510000000673874



19,100
3 mos

19,100

SEPT/2009
 METER STUCK. ONE YEAR.

- Payment Arrangement

EMILY } "THOSE ARE ALL KINDS OF BILLING PROBLEMS."

AQUA

Service To:
MARYANN WALKER
 7117 SW ARCHER RD UNIT 2205
 GAINESVILLE, FL 32608-4695
 Lot: 13261601 Block:

Account Number
001454043 064915
 ARREDONCO FARMS
 1336568 PWSID # FL201004

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

Tel: 877.967.2782
 Fax: 866.780.8292
 e Mail: custserv@aquaservice.com

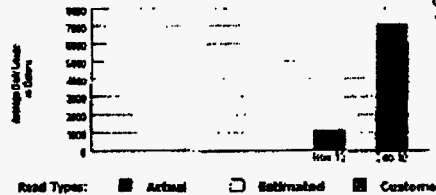
Questions about your water/sewer service? ... Contact us before the due
 Bill Date: **December 15, 2010** Total Amount Due: **\$ 6,143.07** Current Charges Due On: **January 06, 2011**

Meter	Size	Billing Period	Days	Read Type	New Readings	Usage
09063586	5/8	12/13/10	31	Actual	25800	222,500
		11/12/10		Actual	36300	
Average Daily Usage = 7,177 Gallons		Total Days = 31			001855	Total Usage: 222,500

Billing Detail

Amount Owed from Last Bill	1,228.89
Total Payments Received	2,142.87
Remaining Balance	1,126.48
Water Base Facility Charge	15.71
5,000 gallons @ \$0.00731 per gallon	36.55
Next 5,000 gallons @ \$0.00698 per gallon	44.90
Next 212,500 gallons @ \$0.02067 per gallon	4,392.38
Current Water Charges	4,488.54
Sewer Base Facility Charge	35.44
6,000 gallons @ \$0.00711 per gallon	42.68
Next 216,500 gallons @ \$0.00 per gallon	0.00
Current Sewer Charges	78.10
Jiffy Tax	618.95
Amount Due	\$ 6,143.87

Water Usage History



Handwritten: Snap. NO METER LD # CHANGE

Handwritten: YESTERDAY - CONNECTED BILL

Message Center (see reverse side for other information)

- HIGH BILL ALERT - Your usage appears higher than usual. For information on high usage and leaks, visit <http://watersmart.aquaservice.com>
- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure prompt service, please remember to provide your full 16-digit account number when paying your bill.

Keep top portion for your records.
 Return this portion with your payment.

AQUA Water/Sewer Bill

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

Service To:
MARYANN WALKER
 7117 SW ARCHER RD UNIT 2205
 GAINESVILLE, FL 32608-4695
 Lot: 13261601 Block:

Account Number
001454043 0649151
 Amount Due **\$ 6,143.07** Current Charges Due Date **January 06, 2011**
 Amount Enclosed

Please make check payable to Aqua Util. FL.
 Print your account number on your check,
 then mail to address on back.

*****SINGLE-PIECE C I P I*****
MARYANN WALKER
 7117 SW ARCHER RD LOT 2205
 GAINESVILLE FL 32608-4695



Handwritten: Maryann's cell

00145404306491510000000143078



352-682-6668

Handwritten: RECEIVE APOLOGY? RECEIVE NEW BILL?

Handwritten notes: PENS-YOU, BILLING PA, NC, CAUSE EMERG. THRU

