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September 22, 2011

VIA OVERNIGHT DELIVERY AND FACSIMILE (w/o enclosures)

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

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100330-WS

Re: 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.

Dear Ms. Cole:

Enclosed for filing on behalf of Intervener, Yes Companies, LLC d/b/a Arredondo Farms ("Yes") are the original and fifteen (15) copies of each of the testimony and exhibits of the following Yes Witnesses:

1. Kim Kurz
2. Shawn Harpin
3. Jeremy Gray
4. Mallory Starling
5. Mike Green

Please let us know if you should need anything further.

Sincerely,

Andrew J. McBride

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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 September 22, 2011

DIRECT TESTIMONY

OF

KIM KURZ

on behalf of

Yes Companies, LLC d/b/a Arredondo Farms

1 BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

2 YES COMPANIES, LLC

3 DIRECT TESTIMONY OF KIM KURZ

4 DOCKET NO. 100330-WS

5
6
7 **Q. Name and business address:**

8 A. My name is Kim Kurz. My business address is 2401 15th Street, Ste. 350, Denver, CO
9 80202.

10
11 **Q. By whom are you employed and what is your position:**

12 A. I am employed by YES! Communities Inc. YES! Communities Inc. is a related
13 corporate entity to Yes Companies, LLC (“Yes”). My position is Director of Special
14 Projects.

15
16 **Q. Please describe your duties and responsibilities in that position:**

17 A. I am responsible for all of the utility expense and pass through charges to our residents
18 in all of Yes’s 68 communities, to include the functionality of our billing system. I am
19 responsible for other special projects as assigned.

20
21 **Q. Describe your educational background and professional experience:**

22 A. I received my undergraduate degree from Elon College with a B.S. in Accounting. I
23 have over 20 years of experience in accounting and property management of mobile
24 home communities.

1 **Q. Have you previously appeared and presented testimony before state regulatory**
2 **bodies?**

3 A. Only during this rate case, Docket 100330-WS.
4

5 **Q. What is the purpose of your testimony?**

6 A. The purpose of my testimony is to provide information as it relates to the residents of
7 Arredondo Farms who experience the following regarding their water and waste water
8 services supplied by AQUA Utilities of Florida ("Aqua"):

- 9 1. Rate increases and generally high rates
- 10 2. Poor water quality regarding taste and sediment build up
- 11 3. Billing and/or meter reading errors
- 12 4. Poor customer service quality

13 Moreover, this testimony is based on my personal knowledge of Yes's operations and a
14 review of Yes's business records kept in the ordinary course of Yes's business.
15

16 **Q. Are you sponsoring any exhibits in this case?**

17 A. Yes, I am sponsoring the following exhibits, which are attached to my testimony:
18

- 19 Exhibit KK1 - Yes Water/Waste Water rate comparisons spreadsheet
- 20 Exhibit KK2 - Aqua rate increase analysis
- 21 Exhibit KK3- Resident Complaint forms, with statements, and copy of bills
- 22 Exhibit KK4 - Photos of plumbing parts and sediment damage

23
24 **Q. Were these exhibits prepared by you or under your direction and supervision?**

1

2 A. Yes. Exhibits KK1 and KK2 were prepared directly by me or prepared directly under
3 my supervision. Exhibit KK3 includes complaint forms completed by residents in
4 Arredondo Farms, bills provided by Aqua, and other documents prepared by me. This all
5 constitutes the business records of Yes and are kept in the ordinary course of business of
6 Yes. I am a custodian of those business records. Additionally, Exhibit KK4 includes
7 photos of damaged plumbing parts and sediment damage at Arredondo Farms. These
8 photos were taken by me or under my supervision between March and April, 2011.

9

10 **Q. Please summarize your testimony:**

11 A. Yes owns and operates 68 mobile home communities in 12 states. The company
12 provides affordable housing to over 15,000 residents in these communities. Part of the
13 affordability factor for our residents is the cost of their utilities.

14

15 Out of those 68 communities, the residents of 26 of these are billed for water and waste
16 water directly by a utility company. One of those is Arredondo Farms, which is serviced
17 by Aqua. None of the other 25 communities are experiencing the combination of high
18 rates, poor quality, billing errors, and poor customer service issues like those that the
19 Arredondo Farms residents are experiencing with Aqua. Seven (7) communities are
20 serviced with a well and/or waste water treatment facility which Yes owns and operates.

21

22 The other 35 communities are sub-metered by YES. Yes bills the residents in order to
23 recapture water and waste water provided by a utility company to a master meter. Yes
24 reads meters, monitors rates, provides monthly bills, and collects payments monthly for

1 over 8,000 residents in these communities. Yes understands the challenges Aqua faces to
2 manage utility billing communities. However, Yes does not understand or experience the
3 chronic billing errors, high delinquency, and unhappy customers that arise at Arredondo
4 Farm by virtue of Aqua's predatory billing practices, high rates, and poor quality service.
5 In addition, these 35 communities' average cost of water and waste water for 5,000
6 gallons of usage is \$43.84. This is reflected in Exhibit KK-1. The same usage with Aqua
7 is \$135.60. That is a higher bill by \$91.76 or a difference of over 200%.

8
9 I got involved with the issues at Arredondo Farms in 2010 when the previous Manager
10 Sandee Johns stated that she was receiving frequent complaints from her residents
11 regarding the service provider, Aqua. Frankly, it was not until our new manager, Mallory
12 Starling, got involved that we thoroughly understood the nature and extent of the
13 problem. Ms. Starling sent me example bills of our vacant homes that had no usage that
14 were being charged \$52.72. She also sent me examples of bills from residents using
15 normal usage of 6000 gallons that were being billed almost \$145. I began investigating
16 their bill structure and found that Aqua imposed a 93% rate increase at the end of 2009.
17 This is reflected in Exhibit KK-2.

18
19 As Ms. Starling continued to address resident concerns, she found that not only were
20 residents' rates increased but many were receiving extremely high bills due to back
21 billing errors. In addition, she also found that residents were complaining of poor
22 customer service from Aqua's customer service line when residents called to ask about
23 their bill. I have spoken to a number of Aqua employees in order to fix billing errors.

1 We put together a complaint form for Ms. Starling to use to begin tracking the nature of
2 the complaints. By the end of 2010 we had 64 written complaints which were all
3 submitted on the PSC website. This is reflected in Exhibit KK-3. She also began
4 obtaining copies of the residents' bills when billing issues were brought to her attention.
5 Upon review of the bills, we noticed many types of billing errors and back billing
6 corrections. Residents were receiving large back charges due to different types of
7 charges not being assessed over a 12 month period. Some were waste water facility
8 charges, which for 12 months amounts to over \$400. Others were waste water usage
9 charges which could accumulate to thousands of dollars in charges. Many residents were
10 not being charged usage for water or waste water for over a year resulting in back usage
11 charges that were being billed at the highest usage tier as if they used all the water in one
12 month. This is clearly a predatory practice by Aqua. When the resident, or Ms. Starling,
13 or I tried to call the 1-800 customer number, we were handled very unprofessionally with
14 no resolution. I visited the community in March 2011 in order to speak to residents
15 directly. Here are just some examples of what I heard. Additional examples may be
16 provided at the final hearing in this matter. The records of these correspondences are
17 business records of Yes and kept in the ordinary course of business of Yes. I am a
18 custodian of those records.

19
20 ***Eugene Davis:*** 7117 SW Archer Rd, #46

21 352-240-6596

22 *I met with Eugene Davis at his home to discuss the water provided by Aqua. He*
23 *has owned his home in the community since August 2007. His complaint is a*
24 *major billing problem. He received a \$900+ charge on his bill in October 2010.*

1 *When he called Aqua's customer service line, he was told that they had neglected*
2 *to charge him for sewer for a period of time and was now back billing him.*
3 *Eugene told them that he would not be able to pay the full bill. They agreed to*
4 *place him on a payment plan of \$60 extra per month until it is paid off.*

5
6 ***Katherine Smith:*** 7117 SW Archer Rd. #35
7 352- 792-2934

8 *Katherine was paying her bill monthly since her move in. However, Aqua was not*
9 *registering a read for usage each month. They were only charging her for the*
10 *base fees. She received an \$800+ charge on her bill in February 2011. When*
11 *Katherine called Aqua's customer service line, she was told that they had*
12 *neglected to charge her for the usage portion of water and sewer for a 12 month*
13 *period of time, which had accumulated to 33,800 gallons of usage and was now*
14 *back billing her. Katherine brought her bill to us to review. After review, we*
15 *noticed that this bill showed the usage for just one period. Therefore she was*
16 *being charged at the highest usage tier.*

17
18 ***Justin Houlker:*** 7117 SW Archer Rd, #97
19 352- 494-7935

20 *Mr. Houlker's complaint is a major billing problem. He received a \$900+ charge*
21 *on his bill in November 2010. When he called Aqua's customer service line, he*
22 *was told that they had neglected to charge him for usage for a period of time and*
23 *was now back billing him. Justin told them that he would not be able to pay the*

1 full bill. They agreed to place him on a payment plan of \$38 extra per month until
2 it is paid off.

3
4 **MaryAnn Walker:** 7117 SW Archer Rd. #2205

5 No longer in home

6 MaryAnn rented her home from Yes since March 2008. As a result of a billing
7 error which resulted in a high water bill she has since moved out and abandoned
8 her home. The community was charged \$606.25 on this account due to the
9 abandonment. The home remains vacant resulting in lost rent of \$530 per month.

10
11 This account is a perfect example of a number of billing errors all on one
12 account. Aqua was showing this site as inactive, meaning they did not think
13 anyone lived there. When they realized it, they attempted to get meter reads, had
14 to swap out the meter. When they did, they used the beginning read from the old
15 meter and ending read from the new meter resulting in a billing 222,500 gallons.
16 They finally fixed that but charged the resident for 12 months base facility
17 charges.

18
19 **Monica Thomas:** 7117 SW Archer Rd. #2321

20 352-353-9357

21 I met with Monica Thomas at her home to discuss the water provided by Aqua.
22 She has owned her home in the community since December 2007. She had
23 several complaints. Her first complaint is a major billing problem. She received
24 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 fill 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. Monica's story demonstrates the predatory billing practices employed by Aqua.

William and Margaret Wright: 7117 SW Archer Rd. #2407

352-335-5147

I met with Bill and Margaret Wright and their daughter Judy Donovan at their home to discuss the water provided by Aqua. 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 needs 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 bill. After speaking to many supervisors she

1 spoke to someone named Patrick. Patrick asked her how much she could afford.
2 She was already paying \$52.72 for facility fees and now usage. She said she
3 could afford \$25 more or \$75 per month. The payment plan was written for \$25
4 per month for 84 months. What nobody at the customer service department
5 reviewed or corrected was that this the bill showed this 93,700 usage for the
6 billing period of 1/11-2/8, not 19 months, and it charged Margaret at the highest
7 tier of over \$20 per 1000 gallons.

8
9 The next bill the Wrights received was for 5600 gallons. I looked at the meter and
10 it was not spinning and reflecting no leaks. I was unable to determine how this
11 couple could be using this much water. This represents a bill for \$138.68 plus the
12 \$25 payment plan - \$163.68 per month. Again, this is a predatory billing practice
13 by Aqua.

14
15 **Joyce Helms:** 7117 SW Archer Rd, #2621
16 352-284-5811

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

20
21 The first complaint is that the rates are excessive. There are 2 people in the
22 household and their water bill averages \$100-130 per month.

1 *In August 2010, Joyce received a large bill for \$424.97. The billing period was*
2 *from 1/28/10-8/12/10 which had already been billed and paid for.*

3
4 *Joyce does not drink the water straight from the tap. She purchases bottled water*
5 *to drink and filters water with a Brita to cook.*

6
7 *Finally, Joyce has experienced plumbing issues and clogs that the Yes*
8 *maintenance staff has handled. In December 2010, Joyce brought us a particle*
9 *from her home that was clogging her plumbing that was the size of the head of a*
10 *pencil.*

11
12 ***Teresa Jarvis:*** 7117 SW Archer Rd. #2
13 352-262-8604

14 *I met with Teresa Jarvis at her home to discuss the water provided by Aqua. She*
15 *has rented her home from Yes since June 2008. She had several complaints.*

16
17 *Her first complaint is that the water is disgusting. She will not drink it or allow*
18 *her 2 kids to drink it. She has a 7 month old and a 9 year old. They do cook with*
19 *it unless it is boiled first. The water stains dishes and she told me that special*
20 *cleaning products are needed to get the stains off of the shower doors and other*
21 *surfaces.*

22
23 *She explained that the water is too expensive, especially given the low quality*
24 *provided by Aqua. When she first moved in the water ran about \$60 per month.*

1 *Her household of 4 pays over \$120 per month, a 40-50% increase. This in*
2 *addition to the cost of purchasing bottled water. She cannot afford Aqua's bills.*

3
4 ***Kathleen Delano:*** *7117 SW Archer Rd. #34*
5 *352-871-7205*

6 *I met with Kathleen Delano at her home to discuss her water provided by Aqua.*
7 *She rents her home from Yes. She had several complaints.*

8
9 *Her first complaint concerned the rate. Her household has 4 people. She*
10 *currently pays \$180-200 per month for an average bill.*

11
12 *Her second complaint was regarding the water quality. Kathleen is helping to*
13 *raise her 4 month old grand-daughter. She stopped using the water directly from*
14 *the tap after her grand-daughter got sick to her stomach after having formula*
15 *prepared with the water. She purchases bottled water for any cooking and*
16 *consumption.*

17
18 *While I was there, Kathleen wanted me to read a notice from Aqua that she*
19 *received in the mail. It was regarding a rate change to be effective April 1, 2011.*
20 *It stated to look up the proper schedule to see the rate change. Arredondo is in*
21 *Group 4 for water yet the notice did not include a schedule for Group 4.*

22
23 *Finally, Kathleen stated that when she called the customer service line for AQUA,*
24 *the representative was very rude and was unable to assist with her problem.*

1
2 ***Lola Ferguson:*** 7117 SW Archer Road #2010
3 352-371-9043

4 *I met with Lola Ferguson at her home to discuss the water provided by Aqua. She*
5 *has owned her home in the community since September 1999. She had several*
6 *complaints.*

7
8 *Her first complaint is about sand in her water lines. She had to have her water*
9 *heater replaced in June 2010 because of sand that built up inside the unit. She*
10 *was also experiencing low water pressure. She had to get her lines cleaned and*
11 *replaced in her guest bathroom. The lines were full of sand.*

12
13 *She attended the hearings that the PSC held in Gainesville regarding the last*
14 *Aqua rate increase. She spoke about the sand in her lines. An Aqua*
15 *representative promised her he would coordinate getting her lines flushed and*
16 *nothing ever happened. I have found it is common for Aqua to make promises*
17 *before the PSC that they do not intend to follow through with.*

18
19 *Lola does not drink the water unless she has boiled it.*

20
21 *She has also experienced a serious billing problem. She was given a notice of an*
22 *unpaid balance that she had paid. They shut her water off. It was off all*
23 *weekend. They turned it back on when they found out they had not applied the*
24 *payment properly. This is yet another predatory billing practice by Aqua.*

1
2 **Randy Andersen:** 7117 SW Archer Rd #2331

3 352-682-5443

4 *I met with Randy Andersen at the office to discuss his water provided by Aqua.*
5 *He has owned his home in the community since June 2008. He had several*
6 *complaints.*

7
8 *His first complaint was regarding the rate. His household has 2 people. He*
9 *currently pays \$85-100 per month for average bill.*

10
11 *His second complaint was regarding the water quality. He has experienced a*
12 *very high level of calcification in the appliances and plumbing of his home. He*
13 *stated that the calcium build up has plugged his water lines on several occasions*
14 *creating very low pressure until cleaned out. He has had to replace his hot water*
15 *heater due to the calcium build up and corrosion. His shower heads clog*
16 *frequently, requiring removal and cleaning. The poor water quality leads to a*
17 *high amount of maintenance and cost for this struggling household.*

18
19 *When Randy first moved in it took AQUA 3 weeks to fix a leak near the meter at*
20 *his home.*

21
22 **Beverly Jane Turner:** 7117 SW Archer Rd #2409

23 352-226-5997

1 *I met with Beverly Jane Turner at her home to discuss her water provided by*
2 *Aqua. She owns her home and rents the site from the community. She had*
3 *several complaints.*

4
5 *Her first complaint was regarding the rate. Her household has 3 people. She*
6 *currently pays \$118-128 per month for an average bill. When she moved into the*
7 *community in 1993 her water bill was \$8.*

8
9 *Her second complaint was regarding the water quality. Beverly will not drink or*
10 *use the water directly from the tap. She states that the water often has flakes of*
11 *what looks like dandruff in the water. She has purchased a Brita picture and*
12 *filters all water she consumes, including the water she uses for brushing her teeth.*

13
14 *Several months ago, she had an unexplained charge on her bill. When she called*
15 *Aqua they stated she would need to pay it or have her water turned off. She paid*
16 *it but believes it was from a home behind her that was moved out. This is clearly*
17 *a predatory billing practice by Aqua.*

18
19 *Finally, she shared complaints about her sewer services. She often experiences*
20 *smells from the treatment plant. She also experienced a sewer back up into her*
21 *tub. Despite calling AQUA regarding the problem, the problem still persisted*
22 *over 3 days. The problem was corrected by her daughter who snaked the line out*
23 *for her.*

1 **Virginia Witt:** 7117 SW Archer Rd. #2602

2 352-375-1213

3 *I met with Virginia at her home to discuss the water provided by AQUA Utilities.*
4 *She has owned her home in the community since 2001. She is a senior on fixed*
5 *income and is the only one in her household. She has several complaints.*

6
7 *Virginia does not drink the water. It tastes terrible. It also leaves spots on*
8 *everything. She pays monthly for a water softening system. That system costs \$38*
9 *per month for the softener system and about \$15 per month for salt. She changed*
10 *companies and even for the short period without the softener she could not stand*
11 *the water quality.*

12
13 *The other issue is that her bill and usage has been very consistent between 1800-*
14 *2300 gallons. The March 2011 bill is showing 4,800 gallons and a cost of*
15 *\$125.25. I read her meter and determined that it was not moving. She said she*
16 *has experienced no leaks. Aqua is appearing to charge her for water she did not*
17 *use.*

18
19 **Michelle Einmo:** 7117 SW Archer Rd. #2604

20 352-374-9555

21 *I met with Michelle Einmo at her home to discuss the water provided by AQUA*
22 *Utilities. Michelle, her husband Eric, and their 3 children have lived in their*
23 *home in the community since October 2006. They own their home and purchased*
24 *it new.*

1
2 *Michelle's first concern is regarding her children's dental history. When her*
3 *family moved to Arredondo Farms her oldest daughter was 7 years old; her son*
4 *was 1; and her 2 year old was born after they moved in. Her daughter had no*
5 *cavities when they moved to Arredondo. She now has 3 fillings. Her middle son*
6 *has 9 cavities and 2 of them require crowns. Her youngest already has one*
7 *cavity. She has been advised that the lack of fluoride in the water provided by*
8 *Aqua has caused these dental issues for her family.*

9
10 *Additionally, the Einmo family has experienced very hard water. It leaves a film*
11 *and spots on everything. It requires extra expenses for detergent and cleaners. In*
12 *addition, it has ruined a number of her appliances. The home is just out of*
13 *warranty. Her hot water heater keeps tripping the breaker. They believe it needs*
14 *to be replaced due to sediment from the water. The refrigerator water line is*
15 *clogged and frozen. The dishwasher jet dry pump is clogged or jammed. She has*
16 *replaced her coffee maker due to deposits from Aqua's water.*

17
18 *In about 2008, the Einmo family received a bill from Aqua for \$999,000 which*
19 *was obviously an error. After speaking to a number of levels of supervisors in the*
20 *customer service department, someone agreed to correct the problem. The*
21 *problem was due to the meter being swapped for a new one. The beginning*
22 *reading was from the old meter and the ending read was from the new meter*
23 *resulting in a full meter turn and usage of millions of gallons. The Einmo's*
24 *thought they had the problem rectified but later began receiving collection calls*

1 *from Aqua regarding their outstanding balance. These calls are a prime example*
2 *of Aqua's predatory billing practices.*

3
4 *Finally, this family of 5 pays on average about \$180-200 for water each month.*
5 *This constitutes a 40-50% increase from only a couple years ago. This in*
6 *addition to purchasing bottled water is extremely expensive and unaffordable for*
7 *this struggling family.*

8
9 **Q. Are you aware whether these problems have continued since your visit to**
10 **Arredondo Farms in March, 2011?**

11
12 A. These problems have not only continued but actually gotten worse. Many of the
13 residents of Arredondo Farms testified in opposition to Aqua at a public hearing in this
14 case before the Public Service Commission in Gainesville, Florida on September 12,
15 2011. These verbal reports by residents of Arredondo Farms constitute business records
16 of Yes and have been kept in the regular business of Yes. I am a custodian of those
17 business records. This testimony demonstrates not only the poor water quality and high
18 cost of Aqua's water, but also the predatory billing practices employed by Aqua in the
19 collection of payment from residents of Arredondo Farms. A summary of many
20 residents' testimony is provided below.

21
22 **Clifton Pridgen:** 7117 SW Archer Rd. #2129

1 *Mr. Pridgen testified that his bills from Aqua have fluctuated greatly during his*
2 *time at Arredondo Farms. He has had bills as high as \$450. He testified that in*
3 *June or July of 2011, he received an outrageously high bill from Aqua and Aqua*
4 *actually cut off his water when he could not pay the amount of the bill. When he*
5 *spoke with Aqua about the situation, he was forced to deal with an extremely rude*
6 *and condescending customer service representative.*

7
8 ***Laura Denmark:*** 7117 SW Archer Rd. #2119

9
10 *Ms. Denmark testified that her water and wastewater bill from Aqua is higher*
11 *than her electricity bill! She cannot believe that water and wastewater can cost*
12 *so much. Ms. Denmark also testified that Aqua's water has made her physically*
13 *sick. She was particularly upset about the rude customer service representatives*
14 *at Aqua, and the fact that those customer service representatives have harassed*
15 *her and threatened her with collections when she has had difficulty paying Aqua's*
16 *high bills. She considers this a predatory billing practice.*

17
18 ***Ms. Evans:*** 7117 SW Archer Rd. #2425

19
20 *Ms. Evans testified that she once received a bill for \$700 from Aqua for a full*
21 *year of service that Aqua allegedly failed to bill her for! She was forced into an*
22 *expensive payment plan from Aqua. She then testified that in January, 2011, she*
23 *received a bill for over \$1,000 from Aqua and when she had difficulty paying this*
24 *bill, Aqua stooped to shutting off water service to her home. When this occurred,*

1 *she had to leave her home with young children for three days and was only able*
2 *to return to the home when she borrowed money to pay Aqua's bill. Ms. Evans is*
3 *on a fixed income and cannot afford her regular Aqua bill, let alone bills for over*
4 *\$1,000. Ms. Evans is appalled at Aqua's predatory billing practices.*

5
6 ***Eugene Davis:*** *7117 SW Archer Rd. #46*

7
8 *Mr. Davis testified about the \$900 bill he received that is referenced earlier in*
9 *this testimony. Mr. Davis added that he was threatened with water shut off when*
10 *he was unable to pay this bill. Mr. Davis is upset about not only the predatory*
11 *billing practices of Aqua and the high cost of its service, but also the poor quality*
12 *of Aqua's water. He testified that he cannot wash his car with Aqua's water*
13 *because it will turn the car white. He also testified that the water is of such poor*
14 *quality that he wouldn't feed it to his cat. Mr. Davis believes that Aqua is*
15 *"robbing" the residents of Arredondo Farms with its predatory billing practices*
16 *and high rates.*

17
18 ***Ben Anderson and Derek Boles:*** *7117 SW Archer Rd. #2629*

19
20 *Mr. Anderson and Mr. Boles testified that Aqua bills them on average \$120 a*
21 *month for water and wastewater service. Mr. Anderson testified in particular that*
22 *this constitutes an almost quadrupling of his bill from only four years ago. The*
23 *testimony further showed that the water is non-potable and destroys plates,*
24 *silverware, glasses, and clothing. They believe Aqua should be ashamed.*

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Willard Miller: 7117 SW Archer Rd. #2205

Mr. Miller testified that he cannot afford Aqua's current rates, let alone an increase in the current rates. He testified that the quality of water provided by Aqua is so poor that even a horse wouldn't drink it.

Michael Burke: 7117 SW Archer Rd. #131

Mr. Burke testified that he was a maintenance operator in Arredondo Farms for three years and Aqua has known about the sediment and plumbing issues caused by its water for years and has taken absolutely no action to correct the problem. He testified that Aqua's customer service agents are rude, condescending, and unwilling to respond to service calls in Arredondo Farms, even when the problem is caused by Aqua's substandard water. Mr. Burke testified that in his experience with Arredondo Farms, the service provided by Aqua is getting worse, not better.

Jack Waters: 7117 SW Archer Rd. #89

Mr. Waters testified that on two separate occasions, he discovered that raw sewage from Aqua's wastewater system had backed up the pipes and filled his bathtub. He was absolutely horrified and disgusted by these experiences and the poor quality of service provided by Aqua.

1 **Regina Lewis:** 7117 SW Archer Rd. #2639

2
3 *Ms. Lewis testified that the poor quality of water provided by Aqua is causing her*
4 *medical issues. In particular, the sedimentation present in Aqua's water is*
5 *clogging the lines in her oxygen machine that relies upon to breathe.*

6
7 **Joyce Helms:** 7117 SW Archer Rd. #2621

8
9 *Ms. Helms testified that she pays nearly \$150 a month for water and wastewater*
10 *from Aqua. She testified that when she boils baby bottles for her grandchildren, a*
11 *thick film develops on the bottles and that film is caused by the poor quality*
12 *water. She testified that she often goes months without getting a bill from Aqua*
13 *and must actually call Aqua to receive a bill. When the bill eventually comes, it is*
14 *for an exaggerated and unaffordable amount. In one instance she received a*
15 *\$500 bill. Due to these predatory billing practices of Aqua, Ms. Helms is looking*
16 *for a new place to live.*

17
18 **Annette Filer:** 7117 SW Archer Rd. #2016

19
20 *Ms. Filer testified that the water provided by Aqua smells bad; similar to the odor*
21 *of smelly feet. Further, she testified that the poor quality of water is causing*
22 *medical issues for her family. She testified that the water is of such poor quality*
23 *that her three year old doesn't even want to take a bath in the water. Her 10 year*

1 *old child finds that her medical condition of Eczema flares up after contact with*
2 *Aqua's water.*

3
4 **Donald Hainley:** 7117 SW Archer Rd. #2104

5
6 *Mr. Hainley testified that Aqua's bills are extremely unaffordable. He wants to*
7 *leave Aqua but feels that he is stuck. He also believes that Aqua engages in*
8 *unfair, predatory billing practices. In a recent bill, he noticed that Aqua is*
9 *attempting to double bill him for one month's service without any explanation for*
10 *the double-payment.*

11
12 **Barbara Sacks:** 7117 SW Archer Rd. #2615

13
14 *Ms. Sacks testified that she has lived at Arredondo Farms for fourteen years and*
15 *the rates were reasonable and tolerable until approximately five years ago. In the*
16 *past five years, however, the rates have "gone crazy." Ms. Sacks believes the*
17 *current rates charged by Aqua are absolutely ridiculous and no increase should*
18 *be given to Aqua. Further, she testified that the water provided by Aqua is of*
19 *extremely poor quality, undrinkable, and not even fit for a dog .*

20
21 **Khanhung D. Chu:** 7117 SW Archer Rd. #2126 and 2627

22
23 *Mr. Chu testified at length about Aqua's predatory billing practices and absurdly*
24 *high rates. He testified that Aqua does not properly read its meters and often*

1 *sends exaggerated, "estimated" bills. Mr. Chu has also suffered extensive*
2 *plumbing damage in his mobile home due to Aqua's poor quality of water. When*
3 *he has contacted Aqua, both over the telephone and in writing, he has received no*
4 *substantive response from Aqua to his complaints.*

5
6 ***Patricia Copeland:*** *7117 SW Archer Rd. #113*

7
8 *Ms. Copeland testified that the water is non-drinkable and disgusting. She*
9 *testified that she has had raw sewage from Aqua's wastewater system back up*
10 *into her home. Finally, she testified that due to Aqua's high rates, she cannot*
11 *continue to afford her home and will likely have to leave Arredondo Farms.*

12
13 ***Mary Washington:*** *7117 SW Archer Rd. #110*

14
15 *Ms. Washington has lived in Arredondo Farms for 11 years. During that time,*
16 *she has noticed that the quality of water has decreased dramatically, and in*
17 *particular, during the past five years. She testified that the rates charged by Aqua*
18 *are excessive and unaffordable, and due to the poor quality of water, she has the*
19 *additional expense of purchasing bottled water.*

20
21 ***Earl McKeever:*** *7117 SW Archer Rd. #137*

22
23 *Mr. McKeever testified that the quality of water provided by Aqua is poor and the*
24 *cost is excessive. He also testified that due to the hardness of the water, he has*

1 *been forced to purchase expensive water softening devices that he cannot afford.*
2 *Aqua's rude customer service representatives have provided no financial*
3 *assistance toward the purchase of these devices or credit toward the cost of water*
4 *service. Additionally, Mr. McKeever must also purchase over 100 bottles of*
5 *water each week for cooking and drinking because the water provided by Aqua is*
6 *non-potable.*

7
8 **Will Conrad:** 7117 SW Archer Rd. #151

9
10 *Mr. Conrad testified about Aqua's predatory billing practices. Mr. Conrad*
11 *testified that he will not receive a bill some months and then get hit with a double*
12 *or triple bill the following month. This is a routine practice of Aqua and he*
13 *cannot afford to pay these high bills.*

14
15 **Gloria Sheppard:** 7117 SW Archer Rd. #37

16
17 *Ms. Sheppard testified that she routinely receives \$130 bills from Aqua. These*
18 *bills are completely unaffordable to Ms. Sheppard. Additionally, she finds that*
19 *Aqua's customer services representatives are rude and condescending when she*
20 *calls to discuss her exorbitant bills or problems with the quality of the water. She*
21 *also believes the water currently provided by Aqua is the worst water she has*
22 *experience in the eleven years she has been at Arredondo Farms. She was also*
23 *told by a doctor that the water is of such poor quality, it should not be given to a*
24 *young child.*

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James Bowers: 7117 SW Archer Rd. #23

Mr. Bowers testified about Aqua's predatory billing practices. Mr. Bowers's water was shut off when he couldn't afford to pay an excessive bill provided by Aqua. When his water was eventually turned back on, he was assessed a number of additional fees and charges that he could not afford. As a result, his \$180 bill that month increased to over \$300. He cannot afford to pay a \$300 bill. In July 2011, Mr. Bowers was sent a \$500 bill by Aqua. He believes no bill is due because he didn't use any water the previous month.

Mitchell Young: 7117 SW Archer Rd. #2417

Mr. Young testified that he routinely receives bills from Aqua ranging up to \$190 per month. He believes the rates charged by Aqua are unfair, excessive, and predatory. He also believes that the customer service representatives of Aqua are rude, condescending, and not interested in working with Aqua's customers.

Charles Milton: 7117 SW Archer Rd. #2330

Mr. Milton testified that he once received a \$2,000 bill from Aqua. Mr. Milton was advised by Aqua that the high bill was caused by a leak and fixing that leak was Mr. Milton's responsibility. Mr. Milton believes that Aqua routinely engages in predatory billing practices. In his words, if you are "one penny short or one

1 *day late," Aqua will cut off your water service. He believes that Aqua forces its*
2 *customers into punitive and unaffordable payment plans in order to maintain*
3 *water service. Because of the predatory rates and billing practices, Mr. Milton is*
4 *planning to relocate from Arredondo Farms.*

5
6 ***Norma Bradley:*** *7117 SW Archer Rd. #2106*

7
8 *Ms. Bradley testified about Aqua's predatory billing practices. In particular, she*
9 *testified that Aqua will not send her a bill for several months and then provide an*
10 *exaggerated back bill for several months which she cannot afford. She further*
11 *explained that Aqua is eager to shut off its customers' water and will only provide*
12 *one notice before doing so.*

13
14 ***Judy Donovan:*** *7117 SW Archer Rd. #2407*

15
16 *Ms. Donovan recounted an experience suffered by her parents residing at unit*
17 *2407 in Arredondo Farms. She testified that in one instance, her parents received*
18 *a \$2,000 bill for 99,000 gallons of water usage. When contacted regarding the*
19 *mistake, Aqua explained that they were back billing for over 19 months of usage.*
20 *Ms. Donovan believes this is a predatory practice of Aqua. Further, Ms.*
21 *Donovan explained that current bills show over 6,500 gallons of water usage per*
22 *month, which she estimates is completely inaccurate and exaggerated.*
23 *Additionally, her current bills show an attempt by Aqua to improperly double bill*
24 *for a single month of usage. Ms. Donovan is appalled at the cost of Aqua's*

1 *service and the predatory billing practices employed by Aqua. Given the poor*
2 *quality of service provided by aqua, she is not seeing any benefit to the high cost*
3 *of water charged by Aqua.*

4
5 **Susan Beier:** *7117 SW Archer Rd. #34 and 4*

6
7 *Ms. Beier is a power of attorney for the owner of units 34 and 4 in Arredondo*
8 *Farms. These are income producing properties but they are not presently*
9 *producing any income because of Aqua's predatory billing practices and*
10 *exorbitant cost. Ms. Beier testified that the renters in these units have seen bills*
11 *ranging from \$255 to \$377 for one month. Aqua's only response to these*
12 *exaggerated bills was to blame the customer and respond that the high cost was*
13 *due to leaks in the home. Ms. Beier testified that the exorbitant cost of Aqua*
14 *service is making it impossible to profitably rent or keep these units occupied.*

15
16 **Q. How would you conclude your testimony in this case?**

17
18 **A.** AQUA's extremely high rates, predatory and unfair billing practices, and poor billing
19 accuracy has made it unaffordable to live at Arredondo Farms. These issues are unlike
20 any we have seen in all of our communities. They have negatively impacted our ability
21 to stabilize occupancy, stabilize expenses, and stabilize rents, thus encumbering the value
22 of the community and our ability to obtain financing.

1 The water quality at Arredondo Farms is extremely poor. It is so poor that many
2 residents will not drink it and instead must purchase water. Therefore on top of the high
3 rates, residents incur additional costs to purchase water. The water is very hard and has
4 sediment. The sediment causes clogs in plumbing lines and fixtures. Residents
5 experience running toilets and other leaks as a result of the damage the water causes.
6 Therefore on top of the high rates, residents incur additional costs due to water leaks and
7 plumbing repairs. Our own maintenance staff experiences high maintenance expenses
8 replacing water lines, appliances, hot water heater elements, faucets, shower heads, and
9 toilet parts as a result of the damage caused by the poor water quality. Quality and rate
10 go hand in hand. The residents do not feel they are receiving a quality product for the
11 rate that is being charged and given the amount of money they have to spend on bottled
12 water and maintenance. Further, the customer service provided by Aqua is rude and
13 condescending.

14

15

Arredondo Farms
Water and Waste Water Rates Comparison

Division	Region	Community	Total Sites	Occupied Sites	Entity who bills resident		Water only	Water	Sewer	Total	5 5000 gal	Var
SUBJECT COMMUNITY:												
Eastern	FLA	Arredondo Farms - 0528	442	318	Municipal			10.02	17.10	27.12	135.60	
OTHER BILLING W/S:												
Eastern	TNN	Southern Meadows - 0577	219	104	YES submeter			2.46	0.75	3.21	16.05	(119.55)
Western	TXSO	Hidden Lake - 0531	241	114	YES submeter			2.95	1.73	4.68	23.40	(112.20)
Western	TXSO	Saddlecrest - 0543	234	210	YES submeter			3.32	2.31	5.63	28.15	(107.45)
Western	CO	Fountain Springs - 0559	327	271	YES submeter			2.37	3.27	5.64	28.20	(107.40)
Western	TXD	Arbor Springs - 0556	432	301	YES submeter			2.94	2.92	5.86	29.30	(106.30)
Eastern	FLA	Parkwood Estates - 0530	213	193	YES submeter	Well/Plant		1.54	4.49	6.03	30.15	(105.45)
Western	TXD	Oakwood Cove - 0540	404	263	YES submeter			3.06	3.02	6.08	30.40	(105.20)
Western	TXD	Willow Lakes - 0557	189	179	YES submeter			3.21	2.89	6.10	30.50	(105.10)
Western	CO	Independence Station - 0554	346	194	YES submeter			3.35	2.87	6.22	31.10	(104.50)
Western	TXSO	Springfield Meadows - 0539	311	192	YES submeter			3.79	2.49	6.28	31.40	(104.20)
Western	TXD	Ashli Oaks - 0547	637	420	YES submeter			3.69	3.15	6.84	34.20	(101.40)
Western	TXD	Hickory Creek - 0548	380	294	YES submeter			3.72	3.16	6.88	34.40	(101.20)
Western	TXD	Sleepy Hollow - 0541	180	174	YES submeter			3.17	4.34	7.51	37.55	(98.05)
Western	CO	Village Oaks - 0569	172	146	YES submeter			4.13	3.42	7.55	37.75	(97.85)
Western	CO	Lexington Crossing - 0521	316	257	YES submeter			3.88	3.68	7.56	37.80	(97.80)
Eastern	TNN	Village Green - 0506	273	187	YES submeter			3.22	5.01	8.23	41.15	(94.45)
Western	CO	Glendale West - 0573	124	115	YES submeter			5.04	3.20	8.24	41.20	(94.40)
Eastern	FLA	Oceanway Village - 0582	238	232	YES submeter			2.02	6.79	8.81	44.05	(91.55)
Western	TXSO	Meadowbrook - 0544	415	336	YES submeter			3.16	5.96	9.12	45.60	(90.00)
Western	TXSO	Allison Acres - 0525	108	88	YES submeter			3.95	5.18	9.13	45.65	(89.95)
Western	TXSO	Woodland Estates TX - 0529	342	327	YES submeter			3.97	5.22	9.19	45.95	(89.65)
Eastern	TNK	Eastwood Park - 0501	86	86	YES submeter			3.29	6.59	9.88	49.40	(88.20)
Eastern	FLA	Woodland Estates FL - 0517	298	188	YES submeter			2.02	8.59	10.61	53.05	(82.55)
Eastern	FLA	River Bay - 0587	307	296	YES submeter			3.37	7.33	10.70	63.50	(82.10)
Eastern	TNK	Little River - 0504	227	205	YES submeter			4.60	6.30	10.90	54.50	(81.10)
Western	CO	Rosewood Estates - 0574	247	203	YES submeter			6.46	4.97	11.43	57.15	(78.45)
Western	CO	Sherwood Village - 0564	253	191	YES submeter			7.17	4.30	11.47	67.35	(78.25)
Eastern	FLA	The Breakers - 0523	455	372	YES submeter			2.64	8.86	11.50	67.50	(78.10)
Western	TXD	Redwood at The Lake - 0562	330	276	YES submeter			5.93	5.66	11.59	67.95	(77.65)
Western	TXD	Preston On The Lake - 0533	479	316	YES submeter			8.09	3.53	11.62	58.10	(77.50)
Eastern	TNN	Palmetto Palms - 0516	408	358	YES submeter			3.76	9.05	12.81	64.05	(71.55)
Western	TXD	Timberglens - 0527	261	169	YES submeter			7.23	6.11	13.34	66.70	(68.90)
Eastern	TNK	Rockford Park - 0502	106	103	YES submeter			7.24	11.49	18.73	93.65	(41.95)
										AVERAGE	43.84	(91.76)
OTHER:												
Western	CO	Oak Ridge Estates - 0566	279	252	YES water only		5.43					
Division 1	CO	Prairie Greens - 0601	232	154	YES water only		2.27					
Eastern	TNK	The Oaks at Timberlake - 0513	264	245	YES water only		6.53					
Eastern	TNK	Amherst Ridge - 0551	285	272		Municipal						Pd directly
Division 1	CO	Antelope Ridge - 0600	338	219		Municipal						Pd directly
Western	TXSO	Camino Creek - 0546	434	301		Municipal						Pd directly
Eastern	TNN	Cedar Glen - 0403	488	390		Municipal						Pd directly
Eastern	FLA	Chaffee Pines - 0572	180	168		Municipal						Pd directly
Western	TXSO	Creston Ridge - 0453	251	214		Municipal						Pd directly
Eastern	TNK	Farragut Park - 0508	120	112		Municipal						Pd directly
Eastern	TNN	Florence Commons - 0514	338	217		Municipal						Pd directly
Eastern	TNK	Grand Oaks - 0511	196	178		Municipal						Pd directly
Eastern	FLA	Hidden Oaks - 0526	462	265		Municipal						Pd directly
Eastern	TNN	McConnell Crossing - 0558	301	246		Municipal						Pd directly
Western	CO	Mountain Gate - 0519	337	257		Municipal						Pd directly
Eastern	TNK	Northridge Estates - 0510	206	193		Municipal						Pd directly
Western	TXSO	Northwest Trails - 0454	209	195		Municipal						Pd directly
Eastern	FLA	Paradise Lakes - 0579	181	170		Municipal						Pd directly
Eastern	TNN	Ponderosa Pines - 0505	202	97		Municipal						Pd directly
Eastern	TNN	Southern Pines - 0576	272	254		Municipal						Pd directly
Western	TXD	Southfork - 0552	746	674		Municipal						Pd directly
Eastern	TNN	Southgate - 0507	116	75		Municipal						Pd directly
Eastern	TNK	The Crossing - 0450	105	99		Municipal						Pd directly
Western	TXD	The Oaks at Arlington - 0542	266	264		Municipal						Pd directly
Eastern	TNK	The Stables - 0451	220	187		Municipal						Pd directly
Eastern	TNK	Willow Hill - 0503	131	127		Municipal						Pd directly
Western	TXSO	Windy Meadows - 0537	400	329		Municipal						Pd directly
Eastern	TNK	Woodland Meadows - 0509	211	190		Municipal						Pd directly
Eastern	FLA	Crystal Springs Estates - 0586	201	196		Well/JEA						In rent
Western	TXSO	Northwest Pines - 0518	402	365		Well/Plant						In rent
Eastern	FLA	Oaks Of Atlantic Beach - 0578	290	265		Well/City						In rent
Western	TXSO	Raintree Estates - 0545	290	238		Well/Plant						In rent
Eastern	FLA	Spring Hill Estates - 0532	255	189		Well/Plant						In rent
Eastern	FLA	Sunlake Terrace Estates - 0535	202	168		Well/Plant						In rent
			65	19410	15441	36	26	6				

AQUA rate history				
Water			Sewer	
2008				
	14.92	Base Charge		15.86 Base
12.10	0.00242	per g	18.45	0.00369 per g
12.1			18.45	
2009				
Tier Charge			Tier Charge	
	15.52	Base Charge		34.96 Base Charge
32.95	0.00659	5,000 gal	35.05	0.00701 6000 gal
41.20	0.00824	next 5,000 gal	-	0 6000+
	0.01978	10,000+		
2010				
Tier Charge			Tier Charge	
	per gallon			
	15.71	Base Charge		35.44 Base Charge
36.55	0.00731	5,000 gal	35.55	0.00711 6000 gal
44.90	0.00898	next 5,000 gal	-	
	0.02067	10,000+		
2011 Proposed				
Tier Charge			Tier Charge	
	per gallon			
	17.66	Base Charge		37.87 Base Charge
32.45	0.00649	5,000 gal	57.18	0.00953 6000 gal
48.65	0.00973	next 5,000 gal	-	
	0.01298	12,000+		

5000 gallon customer (Household of 2-4)							Rate incr
	Water	Sewer	Total	Change	W per 1000	WW per 1000	
2008	27.02	34.31	61.33		5.40	6.86	Water
2009	48.47	77.02	118.48	93%	9.69	15.40	
2010	52.26	70.99	123.25	4%	10.45	14.20	
Proposed 2011	50.11	85.52	135.63	10%	10.02	17.10	
Approved 2011	50.97	82.30	133.27	8%	10.19	16.46	Sewer

10,000 gallon customer (Household of 4-6)				
	Water	Sewer	Total	Change
2008	39.12	52.76	91.88	
2009	89.67	70.01	159.68	74%
2010	97.16	70.99	168.15	5%
Proposed 2011	98.76	95.05	193.81	15%
Approved 2011	96.02	91.57	187.59	12%

5000 gallon customer			
	Water	Sewer	Total
2008	27.02	34.31	61.33
2009	48.47	70.01	118.48
2010	52.26	70.99	123.25
2011	50.11	95.05	145.16

Rate History				2011	
Tier	2008	2009	2010 Tier	Requested	Approved
Base Charge	14.92	15.52	15.71	Base Charge	17.66
5,000 gal	0.00242	0.00659	0.00731	6,000 gal	0.00649
next 5,000 gal	0.00242	0.00824	0.00898	next 6,000 gal	0.00973
10,000+	0.00242	0.01978	0.02067	12,000+	0.01298
Base Charge	15.86	34.96	35.44	Base Charge	37.87
6,000 gal	0.00369	0.00701	0.00711	6,000 gal	0.00953
	0.00369	0	0		0
	0.00369	0	0		0

-88%

March 23, 2011

Statement regarding interview with Resident

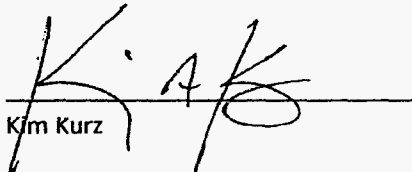
By Kim Kurz, Director of Special Projects, Yes Communities, Inc

Teresa Jarvis: 7117 SW Archer Rd. #2
352-262-8604

Met with Teresa Jarvis at her home to discuss the water provided by AQUA Utilities. She has rented her home from the community since June 2008. She had several complaints.

Her first complaint is that the water is disgusting. She will not drink it or allow her 2 kids to drink it. She has a 7 month old and a 9 year old. They do cook with it since it is boiled first. The water stains dishes and you need special cleaning products to get stains off shower doors and other surfaces.

The water is too expensive especially for the lack of quality. When she first moved in the water ran about \$60 per month. Her household of 4 pays over \$120 per month, a 40-50% increase. This in addition to purchasing bottled water is extreme.

 3/23/11
Kim Kurz Date

This statement is true and accurate.

Teresa Jarvis Date

Attachment(s): Original complaint filed with Arredondo Farms office



OKH
RENTAL

Water and Sewer Utility Services Complaint Form

*Name: Jarvis
*Address: 7117 SW Archer Rd
#2

34K6

Telephone: 352-262-8604

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 00147410770649095

*Reason of complaint (check all that apply):

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

won't drink the water -
it is disgusting - It looks like it
has stuff in it.

*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/>

*Required field

March 22, 2011

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

Kathleen Delano: 7117 SW Archer Rd. #34
352-871-7205

Met with Kathleen Delano at her home to discuss her water provided by AQUA Utilities. She rents her home from the community. She had several complaints.

First was regarding the rate. Her household has 4 people. She currently pays \$180-200 per month for average bill.

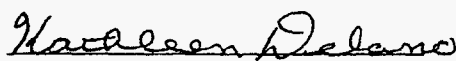
Second complaint was regarding the water quality. Kathleen is helping to raise her 4 month old grand-daughter. She stopped using the water directly from the tap after her grand-daughter got sick to her stomach after having formula prepared with the water. She purchases bottled water for any cooking and consumption.

While I was there, Kathleen wanted me to read a notice from AQUA that she received in the mail. It was regarding a rate change to be effective April 1, 2011. It stated to look up the proper schedule to see the rate change. Arredondo is in Group 4 for water yet the notice did not include a schedule for Group 4. Not to mention on the schedules they are called "Band" not "Group".

Finally, Kathleen stated that when she called the customer service line for AQUA, the representative was very rude and was unable to assist with her problem.


Kim Kurz
Date 3/23/11

This statement is true and accurate.


Kathleen Delano
Date 3-23-11

Attachment(s): Original complaint filed with Arredondo Farms office and PSC website
Mailing from AQUA regarding rate change effective April 1, 2011

fine

Comments

yes!

Water and Sewer Utility Services Complaint Form

Date: 11-3-10

Name: Kathleen Delano 34

Address: 7117 SW Archer
Rd, Gainesville, Fla. 32608

Telephone: 352-871-7205

Provider: AQUA Utilities Inc.

Account # (found on your water bill): 0081612969 0649331

Reason of complaint (check all that apply):

☒ Poor water quality

☐ Low water pressure

☐ Broken water meter

☒ Other (Please explain)

- Is 2 high
- Buss water because 4 mos old got sick
 - Customer service - rude.
 - Rates too high. 4 people.

Signature: Kathleen Delano

For more information on 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>

March 22, 2011

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

Lola Ferguson: 7117 SW Archer Road #2010
352-371-9043

Met with Lola Ferguson at her home to discuss the water provided by AQUA Utilities. She has owned her home in the community since September 1999. She had several complaints.

Her first complaint is about sand in her water lines. She had to have her water heater replaced in June 2010 because of sand inside. She was experiencing low water pressure. She had to get her lines cleaned and replaced in her guest bathroom. The lines were full of sand.

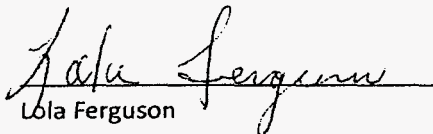
She attended the hearings that the PSC held in Gainesville regarding the last AQUA rate increase. She spoke about the sand in her lines. An AQUA representative promised her he would coordinate getting her lines flushed and nothing ever happened.

Lola does not drink the water unless she has boiled it.

She has also experienced a billing problem. She was given a notice of an unpaid balance that she had paid. They shut her water off. It was off all weekend. They turned it back on when they found out they had not applied the payment properly.


Kim Kurz
Date 3/23/11

This statement is true and accurate.


Lola Ferguson
Date 3/23/2011

Attachment(s): Original complaint filed with Arredondo Farms office and PSC website



Water and Sewer Utility Services Complaint Form

Date: 12/6/2010

*Name: Lolita Ferguson

*Address: 4119 S.W. Archer Rd - 2010
Gainesville FL 32608

Telephone: (352) 371-9543

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 6649106

*Reason of complaint (check all that apply):

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

I had to replace my hot water heater. I had to wait 2 weeks for the unit. I also had to get all the line replaced in my house. I had to wait 4 weeks for the unit. I had to wait 4 weeks for the unit. I had to wait 4 weeks for the unit.

*Signature: Lolita Ferguson

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>

I am filing this complaint because I am not satisfied with the service I am receiving from Aqua Utilities Inc. I have been waiting for a hot water heater for 2 weeks and I have been waiting for a water meter for 4 weeks. I have been waiting for a water meter for 4 weeks. I have been waiting for a water meter for 4 weeks.

lines,
Pressure

no

12/13

July - new
hot water heater

*SAND -
- offered to
flush lines.

LOW PRESSURE

Don't drink
water unless
boiled.

WENT WEEKS
W/O WATER -
DID NOT MEET
PRIME
CARE

Fri 2:30
Hot H₂O
Flush

NOT SEEING
CALCULUS STUFF
NEED TREATMENT
SUPPORT.

2:30

if there customers, they care about money
paying them for service then they should give
service and not the run around. Put blame on
body but them selves. I believe these times
to be change. They know it and want to do it.

March 22, 2011

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

Randy Andersen: 7117 SW Archer Rd #2331
352-682-5443

Met with Randy Andersen at the office to discuss his water provided by AQUA Utilities. He has owned his home in the community since June 2008. He had several complaints.

First was regarding the rate. His household has 2 people. He currently pays \$85-100 per month for average bill.

Second complaint was regarding the water quality. He has experienced a very high level of calcification in the appliances and plumbing of his home. He stated that the calcium build up has plugged his water lines on several occasions creating very low pressure until cleaned out. He has had to replace his hot water heater due to the calcium build up and corrosion. His shower heads clog frequently, requiring removal and cleaning. This is an extreme amount of maintenance and cost as a result of the poor water quality.

When Randy first moved in it took AQUA 3 weeks to fix a leak near the meter at his home.

Kim Kurz Date

This statement is true and accurate.

Randy Andersen Date

Attachment(s): Original complaint filed with Arredondo Farms office and PSC website

yes!

NO
6/21/2008
12/13

Water and Sewer Utility Services Complaint Form

Date: 12/02/2010

*Name: RANDY N ANDERSEN

*Address: 7117 SW Archer Rd
#2331

Telephone: 352-682-5443

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 001474750 0649201

*Reason of complaint (check all that apply):

☒ Poor water quality Very Poor
☒ Low water pressure
☐ Broken water meter

☐ Other (Please explain)

3/22/11

COST IS TOO HIGH - Issues on Appliances.
HIGH LEVEL CALCIFICATION - Had a leak a week
PLUGGING UP LINES and took 3 weeks.

Signature: [Signature]

For more information, 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/>

Complaint filed

March 22, 2011

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

Beverly Jane Turner: 7117 SW Archer Rd #2409
352-226-5997

Met with Beverly Jane Turner at her home to discuss her water provided by AQUA Utilities. She owns her home and rents the site from the community. She had several complaints.

First was regarding the rate. Her household has 3 people. She currently pays \$118-128 per month for average bill. When she moved into the community in 1993 her water bill was \$8.

Second complaint was regarding the water quality. Beverly will not drink or use the water directly from the tap. She states that the water often has flakes of what looks like dandruff in the water. She has purchased a Brita picture and filters all water she consumes, to include the water she uses for brushing her teeth.

Several months ago, she had an unexplained charge on her bill. When she called AQUA they stated she would need to pay it or have her water turned off. She paid it but believes it was from a home behind her that was moved out.

Finally, she shared complaints about her sewer services. She often experiences smells from the treatment plant. She also experienced a sewer back up into her tub. Despite calling AQUA regarding the problem, the problem still persisted over 3 days. The problem was corrected by her ^{SISTER} daughter who snaked the line out for her.

Kim Kurz

Date

This statement is true and accurate.

Beverly Jane Turner

3/23/11

Date

Attachment(s): Original complaint filed with Arredondo Farms office



20✓
98

Water and Sewer Utility Services Complaint Form

*Name: Beverly Jane Turner
*Address: 7117 SW Archer Rd #2408
Gainesville FL 32608
Telephone: 352-226-5497
*Provider: AQUA Utilities Inc.
*Account # (found on your water bill): 000906883 00649212
*Reason of complaint (check all that apply):

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

Too high bills

- MOVED IN \$8
- \$118 - \$128
- 3 PEOPLE

*Signature: Beverly J. Turner

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/>

- SEWER SNEAK FROM PLUMB
SEWER BACKUP

USES BRITA - DANDRILL

BRUSH TEETH w/ 1

*Required field

- Put A Barrel From Home Behind the
House to.

March 23, 2011

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

Michelle Einmo: 7117 SW Archer Rd. #2604
352-374-9555

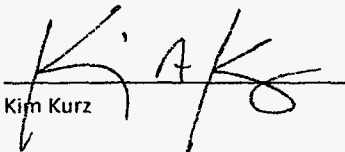
Met with Michelle Einmo at her home to discuss the water provided by AQUA Utilities. Michelle, her husband Eric, and their 3 children have lived in their home in the community since October 2006. They own their home and purchased it new.

Michelle's first concern is regarding her children's dental history. When her family moved to Arredondo Farms her oldest daughter was 7 years old; her son was 1; and her 2 year old was born after they moved in. Her daughter had no cavities when they moved to Arredondo. She now has 3 fillings. Her middle son has 9 cavities and 2 of them require crowns. Her youngest already has one cavity. She wants to know whether the water has to contain certain levels of fluoride. She is willing to pull together dental records if necessary.

They have experienced very hard water. It leaves a film and spots on everything. It requires extra expenses for detergent and cleaners. In addition, it has ruined a number of her appliances. The home is just out of warranty. Her hot water heater keeps tripping the breaker. They believe it needs to be replaced due to sediment from the water. Their refrigerator water line is clogged and frozen. The dishwasher jet dry pump is clogged or jammed. She has replaced her coffee maker due to deposits that no longer was able to be cleaned.

In about 2008, they received a bill from AQUA for \$999,000 which was obviously an error. After speaking to a number of levels of supervisors in the customer service department, someone agreed to correct the problem. The problem was due to the meter being swapped for a new one. The beginning reading was from the old and the ending from the new resulting in a full meter turn and usage of millions of gallons. The Einmo's thought they had the problem rectified but later began receiving collection calls from AQUA regarding their outstanding balance. Unfortunately it happened so long ago, they no longer have copies of their bills.

Finally, this family of 5 pays on average about \$180-200 for water each month. A 40-50% increase from only a couple years ago. This in addition to purchasing bottled water is extreme.

 Date 3/23/11
Kim Kurz

This statement is true and accurate.

Michelle Einmo

Date

Attachment(s): Original complaint filed with Arredondo Farms office



Water and Sewer Utility Services Complaint Form

*Name: Michelle Finmo
*Address: 7117 SW Archer Rd
Lot 2604, Gainesville, FL 32608
Telephone: 352-374-9555
*Provider: AQUA Utilities Inc.
*Account # (found on your water bill): 000906939 0649259

*Reason of complaint (check all that apply):

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

the hardness test is 25 and it is coating
the dish & clothing which requires extra expenses
for detergent & cleaners. The water is also
leaving a film & spots on my windows &
plants when using the

*Signature: Michelle R

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/>

Woke Over

EXTENDED WARRANTY

*100 DOWNSIDE DISHWASHER - SET DAY PUMP JAMMED.
REFIGERATOR

*Required field

WATER KEEPS FREEZING

COFFEE POT LICK
TITAN 2 1/2
YOUNG AD.

SO FAR

I have had

problems with
all my appliances

that require
using the water
because of
clogging and
corroding.

CAVITIES.

NOTED
POL
OCT 2006

1999 2007
2005 son was 1
2009 2 years old
10/1/11
no more
PROBLEMS WITH
MOVE FREE

FEELING BETTER.

DAUGHTER
NONE OF THE
MOVING
MAY 5.

yes!

* { DID NOT RENEW

Case
Comments

12/13

Water and Sewer Utility Services Complaint Form

Date 12-6-10

Name Shirley Ann Hall

Address 7117 SW Archer Rd

Lot # 2607 Gainesville FL 32608

Telephone (352) 301-2466

Provider AQUA Utilities Inc.

Account # (found on your water bill): 0016127100649262

Reason of complaint (check all that apply):

☒ Poor water quality

☐ Low water pressure

☒ Broken water meter

☐ Other (Please explain)

Bill too much money for water

Signature Shirley Ann Hall

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

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



Service To:
SHIRLEY HALL
7117 SW ARCHER RD UNIT 2607
GAINESVILLE, FL 32608-4656
Lot: 13261462 Block:

Account Number
001612710 0649262
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 da

Bill Date

March 16, 2010

Total Amount Due

\$ 131.88

Current Charges Due Date

April 07, 2010

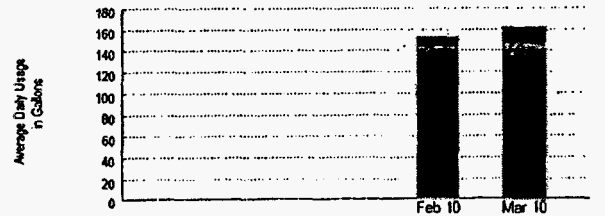
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56584450	5/8	03/12/10	32	Actual	179400	5,200	Gallo
		02/08/10		Actual	174200		
Average Daily Usage = 162 Gallons		Total Days: 32		Total Usage:		5,200	Gallo

Billing Detail

Amount Owed from Last Bill	\$ 45.09
Total Payments Received	45.09
Remaining Balance	0.00
Water Base Facility Charge	15.71
5,000 gallons @ \$0.00731 per gallon	36.55
Next 200 gallons @ \$0.00898 per gallon	1.80
Current Water Charges	54.06
Sewer Base Facility Charge	35.44
5,200 gallons @ \$0.00711 per gallon	36.97
Current Sewer Charges	72.41
Utility Tax	5.41
Amount Due	\$ 131.88

Water Usage History



Read Types: ☒ Actual ☐ Estimated ☐ Customer

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

Seq=37720 Cyc=33M9 1up=839581

37720 1 MB 0.382

0649262

*****AUTO***MIXED AADC 189 C 124 P 162
SHIRLEY HALL
PO BOX 5824
GAINESVILLE FL 32627-5824



Service To:
SHIRLEY HALL
7117 SW ARCHER RD UNIT 2607
GAINESVILLE, FL 32608-4656
Lot: 13261462 Block:

Account Number

001612710 0649262

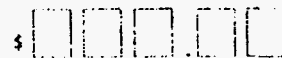
Amount Due

\$ 131.88

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.

00161271006492620000000131886



March 23, 2011

Statement regarding interview with Resident

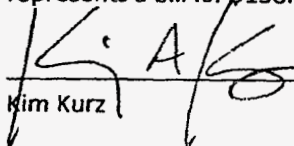
By Kim Kurz, Director of Special Projects, Yes Communities, Inc

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

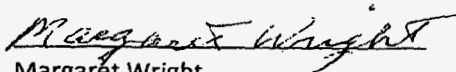
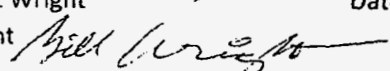
Met with Bill and Margaret Wright and their daughter Judy Donovan at their home to discuss the water provided by AQUA Utilities. They have owned the home in the community since 1999. Bill and Margaret are retired seniors on fixed incomes. They had several complaints. They pay on time consistently. They 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 fill 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
*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

Daughter
JUAN DONAVAN

*Reason of complaint (check all that apply):

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

tap water
stains
ceramic
mugs &
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/>

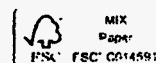
3/23 237840
[Signature]

*Required field

WORK ORDER -
LOCK UP
AIRSIDE
AFTER B.I.B.

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

*del-
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@aquaaamerica.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**

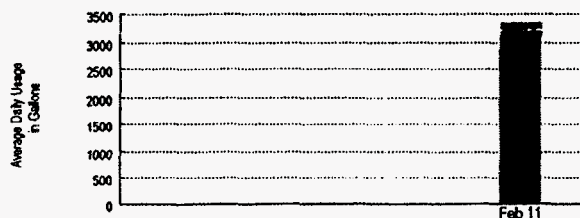
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56584511	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 - PA. 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**

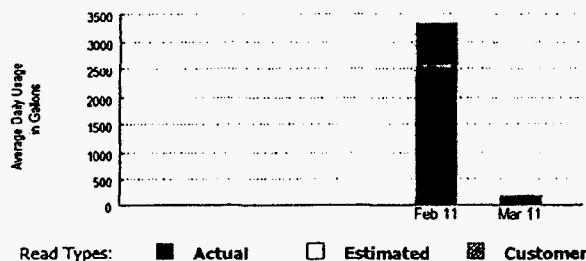
Meter Data

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



Read Types: ☒ Actual ☐ Estimated ☐ Customer

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@aquaamerica.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	135800		
		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



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

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
Date 3/23/11

This statement is true and accurate.


Joyce Helms
Date 3-23-2011

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
PARTIALS
After 12:00

Water and Sewer Utility Services Complaint Form

Date: 3-15-2001

*Name: Joyce James Helm

*Address: 7117 Archer rd Lot
3260 2621

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

*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 i can use \$200.00 mth.
we I really like were I live
it the bad water.

From:

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 # FL20-0047

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**

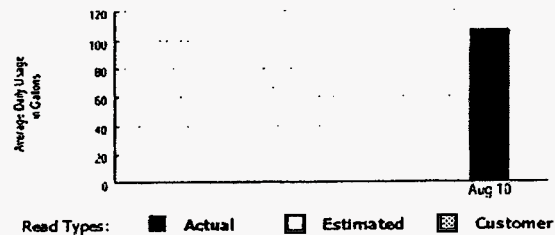
Meter Data

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.

AQUA Water/Sewer Bill

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

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

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.

Seq=3085 Cys= 1up=906793

0649274

JOYCE HELM
451 PLANTATION DR
TUSVILLE FL 32780-2572

001617773064927400000000424970

AQUA

Service To:

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

Account Number

001617773 0649274

ARREDONDO FARMS

1326568

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@aquaservice.com

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

Bill Date

Total Amount Due

Current Charges Due Date

September 15, 2010 \$ 510.80**October 07, 2010**

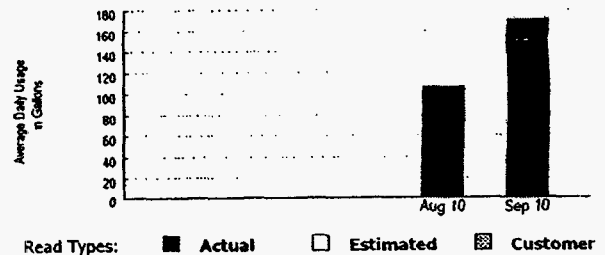
Meter Data

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



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

\$

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

Seq=25899 Cyc=33M9 1up=913858

25899 1 AV 0.335

0649274

*****AUTO**S-DIGIT 32608 C 62 P 78

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



00161777306492740000000510804



From:



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
May 12, 2010

Total Amount Due
\$ 199.84

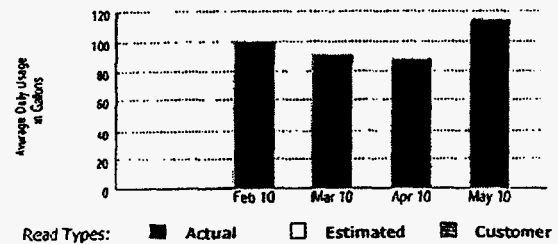
Current Charges Due Date
June 03, 2010

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

Amount Enclosed

\$

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

Seq=28429 Cyc=33M9 1up=862484

0649274

JOYCE HELM
451 PLANTATION DR
TITUSVILLE FL 32780-2572

00161777306492740000000199848

From:



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

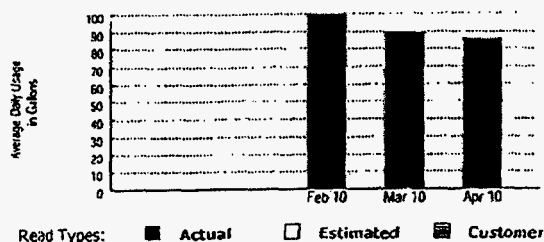
Meter Data

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.

AQUA Water/Sewer Bill

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

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

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

Account Number
001617773 0649274

Amount Due

\$ 236.29

Current Charges Due Date

May 06, 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=24989 Cyl=JJM9 Trp=851315

0649274

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

00161777306492740000000236291

From:



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

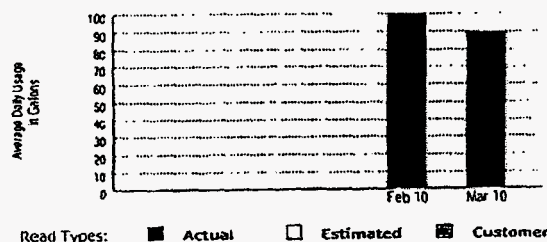
April 07, 2010

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.

AQUA Water/Sewer Bill

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

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

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=J1808 Cyc=33M9 Top=839581

0649274

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

00161777306492740000000137656

From:

Docket No. 100330-WS
Resident Complaint forms, with statements, and copy of bills
Exhibit KK3, 29 of 61
09/14/2010 14:15 #491 P.002/005

AQUA

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

Total Amount Due

Due Date

February 10, 2010

\$ 35.99

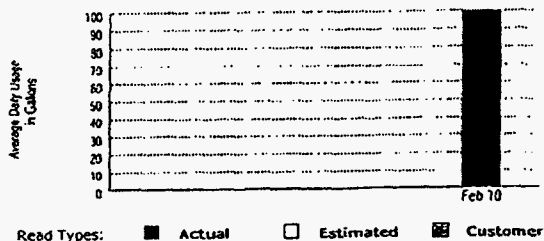
March 05, 2010

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

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

Seq=33950 Cyc=33M9 Tup=826308

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

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

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

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

\$ 00.00

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

00161777306492740000000035999

March 23, 2011

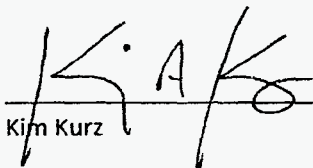
Statement regarding review of account with Resident
By Kim Kurz, Director of Special Projects, Yes Communities, Inc

Katherine Smith: 7117 SW Archer Rd. #35
352- 792-2934

I was unable to meet with Kathleen Smith regarding her high bill with AQUA, however she did bring by copies of bills to review. She has rented her home in the community since January 2010.

Kathleen was paying her bill monthly since her move in. However, AQUA was not registering a read for usage each month. They were only charging her for the base fees. She received an \$800+ charge on her bill in February 2011. When Kathleen called AQUA's customer service line, she was told that they had neglected to charge her for the usage portion of water and sewer since for a 12 month period of time, which had accumulated to 33,800 gallons of usage and was now back billing her. Kathleen brought her bill to us to review. After review, we noticed that this bill showed the usage for just one period. Therefore she was being charged that the highest usage tier.

I called Paul Thompson at AQUA and told him I would fax him this bill. He returned my call and said that it was helpful because he never looks at the bill. He agreed this was not correct. He told me to council the customer not to pay the bill and that a new bill would be sent out. We told Kathleen to wait until the new bill before setting up a payment plan.


Kim Kurz

3/23/11
Date

This statement is true and accurate.

Kathleen Smith

Date

Attachment(s): Copies of bills of large back usage charge

renewal

AQUA

Service To:
KATHERINE SMITH *RAUL*
7117 SW ARCHER RD UNIT 35
GAINESVILLE, FL 32608-4671
Lot: 13261288 Block:
362-792-2934

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@aquaaamerica.com

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

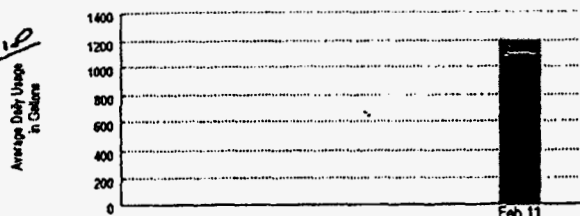
Bill Date **February 10, 2011** Total Amount Due **\$ 802.28** Current Charges Due Date **March 04, 2011**

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 PMA DONOR PM: WAS FOR NOT BILL. THEN PAYMENT PM. I WOULD NOT KNOW UNLESS TO DO SO: FARM BILL. MARILYN CALLED AQUA BILLING 3/23 THEY AGREED THAT TIME WRONG. WILL TAKE TO: GET APPROVED 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**

Amount Enclosed

\$

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

Seq=36997 Cyc=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



3/23
*KIM SPOKE WITH PMA TO INFORM AQUA NOT THE BILL IS TO PMA - PMA. AVE. * 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@aquaaamerica.com

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

Bill Date **August 16, 2010** Total Amount Due **\$ 52.23** Current Charges Due Date **September 07, 2010**

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	56585880	5/8	08/12/10	31	Actual	211400	0	Gallons
			07/12/10		Actual	211400		
				Total Days: 31	Total Usage:		0	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 114.51
Total Payments Received.....	115.00
Remaining Balance	0.49 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.....	\$ 52.23

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

Seq=37653 Cyc=33M9 1up=901106 37653 1 AV 0.335

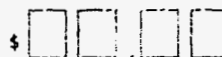
0649332

*****AUTO**5-DIGIT 32608 C 110 P 146
KATHERINE SMITH
7117 SW ARCHER RD LOT 35
GAINESVILLE FL 32608-4671



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

Account Number
001610932 0649332
Amount Due **\$ 52.23** Current Charges Due Date **September 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.

00161093206493320000000052237



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@aquaamerica.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

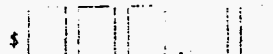
Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

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

Account Number
001610932 0649332

Amount Due Current Charges Due Date
\$ 123.16 February 04, 2011

Amount Enclosed



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

Seq=25039 Cyc=33M9 Iup=961249

25039 1 AV 0.335

0649332

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



001610932064933200000000123161





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@aquaamerica.com**

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

Bill Date Total Amount Due Current Charges Due Date
October 13, 2010 \$ 162.67 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 22, 2011

Statement regarding interview with Resident

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

Eugene Davis: 7117 SW Archer Rd, #46
352-240-6596

Met with Eugene and Davis at his home to discuss the water provided by AQUA Utilities. He has owned his home in the community since August 2007.

His complaint is a major billing problem. He received a \$900+ charge on his bill in September 2010. When he called AQUA's customer service line, he was told that they had neglected to charge him for sewer for a period of time and was now back billing him. Eugene told them that he would not be able to pay the full bill. They agreed to place him on a payment plan of \$50 extra per month for 17 months.

Eugene has installed a water softening system in order to mitigate the poor water quality. He does not have issues with taste, smell, or corrosion/deposits.


Kim Kurz

3/22/11
Date

This statement is true and accurate.


Eugene Davis

3/23/11
Date

Attachment(s): Original complaint filed with Arredondo Farms office and PSC website
Copies of bills of large back sewer charge.
Payment arrangement form

yes!

Page
ROL

VK
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
FIXED

Signature Eugene L Davis

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

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



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@aquaaamerica.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

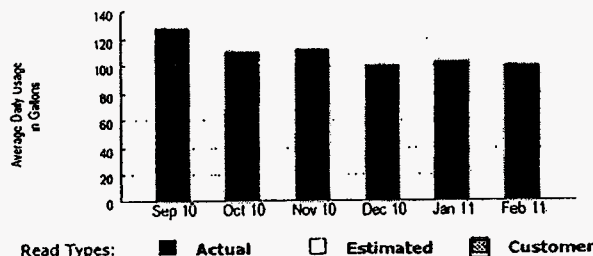
Meter Data

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 @ \$.00731 per gallon 20.47
Current Water Charges 36.18
Sewer Base Facility Charge 35.44
2,800 gallons @ \$.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 - BASIC CHARGE
WILL BE IN BILLS IN MARCH

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 STOPPAGE SO
HAVE NO PROBLEMS W/
SEWER
QUANTITY.

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 Current Charges Due Date
\$ 634.67 March 04, 2011
Amount Enclosed

Seq=36713 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@aquaaamerica.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

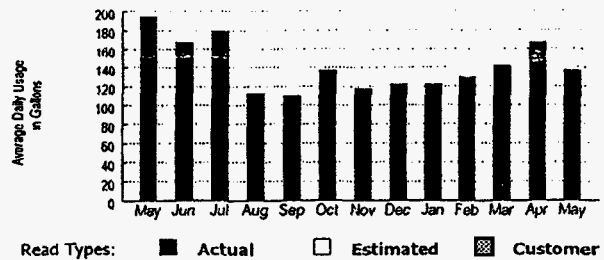
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56576257	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.
N. Lancaster Avenue
Mawr, PA 19010-3489

Tel: **877.987.2782**

Fax: **866.780.8292**

e Mail: **custserv@aquaaamerica.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

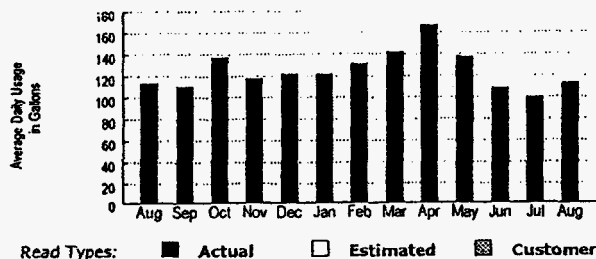
Water Data

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
Base Facility Charge	15.71
0 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 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

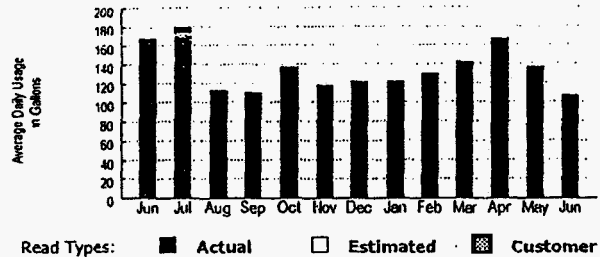
Utilities Florida, Inc. Tel: **877.987.2782** Questions about your water service?... Contact us before the due date.
W. Lancaster Avenue Fax: **866.780.8292** Bill Date Total Amount Due Current Charges Due Date
Mawr, PA 19010-3489 e Mail: **custserv@aquaamerica.com** **June 14, 2010** **\$ 44.62** **July 06, 2010**

ter 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

ing Detail

unt Owed from Last Bill	\$ 48.64
Payments Received	48.64
aining Balance	0.00
Base Facility Charge	15.71
0 gallons @ \$0.00731 per gallon	24.85
Water Charges	40.56
/ Tax	4.06
unt Due	\$ 44.62

Water Usage History



ssage Center (see reverse side for other information)

qua 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 d 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.
e 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 ase 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:

Docket No. 100330-WS
 Resident Complaint forms, with statements, and copy of bills
 Exhibit KK3, 41 of 61

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 service?... Contact us before the due date.

Bill Date
July 14, 2010

Total Amount Due
\$ 43.01

Current Charges Due Date
August 05, 2010

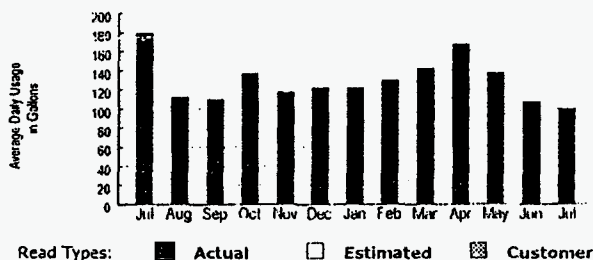
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
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
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 **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

PRSRT STD
US POSTAGE
PAID
PERMIT 177
LANSDALE, PA

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

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 ($\mu\text{g/l}$): 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.

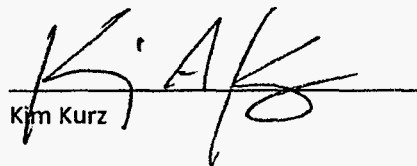
March 23, 2011

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


Justin Houalker: 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
Date 3/24/11

This statement is true and accurate.


Justin Houalker
By AMANDA ADAMS.
Date 3-24-11

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 Howler

*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: [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

AQUA

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

AMANDA

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@aquaservice.com

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

Bill Date

Total Amount Due

Current Charges Due Date

February 10, 2011

\$ 753.83

March 04, 2011

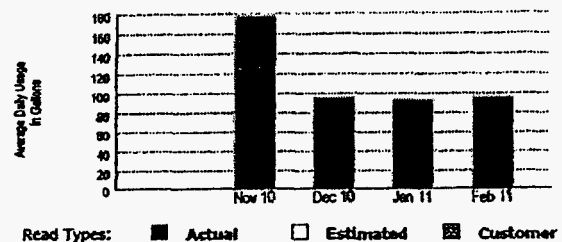
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56585813	5/8	02/08/11	28	Actual	157100	2,700	Gallons
		01/11/11		Actual	154400		
Average Daily Usage = 96 Gallons				Total Days: 28	Total Usage:	2,700	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 753.83
Total Payments Received	93.64
Remaining Balance	660.19
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
Utility Tax	3.55
Amount Due	\$ 753.83

Water Usage History



accept
full responsibility
but ask customer
to read bill

Jan 11 - \$36/16 months

\$36 month
+ regular bill

\$970

electronic read same read
for 378 days Dec '10
\$961.66

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.

arranged to
do not get
bill so old
not pay - got
start off notice
3/24/11
9mo current
part of bill
\$90+

To do when
since did not
pay prior
pay plan. Why
were sitting
off until
now need
to pay 100%
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

Current Charges Due Date

\$ 753.83

March 04, 2011

Amount Enclosed

\$

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

Seq=37122 Op=33449 1up=972017

37122 1 AV 0.335

0649387

*****AUTO**5-DIGIT 32608 C 90 P 121
JUSTIN HOULKER
7117 SW ARCHER RD LOT 97
GAINESVILLE FL 32608-4681

|||||

00090708806493870000000753835

03/09/2011 08:42 FAX

0001

AQUA

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

Total Amount Due

Current Charges Due Date

December 02, 2010 \$ 961.66

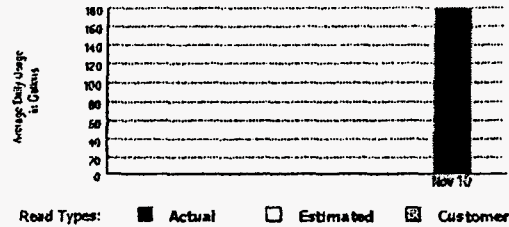
December 24, 2010

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.

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

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

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.

Seq:12245 Cyc: 1up:943915

0649387

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

00090708806493870000000961664

03/09/2011 08:41 FAX

0001

AQUA

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@aquaaamerica.com**

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

Bill Date
November 12, 2010 (\$ 72.72)

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

Seq=47028 Cyc=33M9 Top=337158

0649387

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

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.

00090708806493870000000072722

03/09/2011 08:47 FAX

0001

AQUA

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@aquaservice.com

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

Bill Date

Total Amount Due

Current Charges Due Date

September 15, 2010 \$ 115.44

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
			08/12/10		Actual	82300		
			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.

AQUA Water/Sewer Bill

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

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

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

Account Number
000907088 0649387

Amount Due Current Charges Due Date

\$ 115.44 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.

00090708806493870000000115446

03/16/2011

14:18

AQUA AMERICA INC → 8135237271

Docket No. 100330-WS
Resident Complaint forms, with statements, and copy of bills

Exhibit KK3, 52 of 61

AQUA

#97

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

Fax Transmission Form	
Date	3-15-11
To	Justin Houlihan
From	352-372-7271
Subject	Aqua
Pages	3
Comments	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

03/16/2011 14:18

AQUA AMERICA INC → 813523727271

Exhibit KK3, 53 of 61

NO. 674 0002

HOULKER, 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	001517	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	000623	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

03/16/2011

14:18

AQUA AMERICA INC → 813523727271

Note Maintenance (UCANOTE 3.1.1-0)(0423.002)(CISF)



0603381

EWQ

EWQ instructions note

04-MAR-2011

907088

HOULKER, JUSTIN

649387

7117 SW ARCHER RD UNIT 97 GAINESVILLE, FL

04-JUN-2004

1

RSM1

RES MTH 1 DIAL WTR

UCANOTE

Note Text

User

Activity

04-10-2011 14:18 REQUEST RETURN OF BILL TO BE PAID TO 813523727271

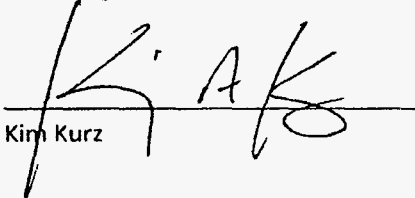
January 13, 2011

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

March 2011 \$285
com's pms

1/13/11 - Discussion
w/ Emily.

2205 Billing Summary.

3/08

- RENTAL MOLE OUT 3/10
- DO ACCT PRINT OUT.

9/8/09 - 9/13/10 - MURK was SICK

AT 2588000 AND THEY DID NOT
CATCH IT.

CUSTOMER - MURK MADE NO PAYMENTS
DURING THAT TIME EXCEPT Jan '10 \$96.

AQUA CHARGED ABOUT \$484.21 FOR
GASOLINE FOR THAT YEAR.
OCT'D BASE CHGS. \$52.72
440.93

Then Payments MADE on
INCORRECT DEC Bill of \$102.41

Then Payments MADE on
INCORRECT DEC Bill of \$96.55

BEG Bal 241.97

Former MURK Sum correct

0 - 19100 429.90

CORRECT CHARGES 429.90

671.87

Bill is for 671.87

MAKE PAYMENT ARRANGEMENTS.

AQUA

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

Account Number
001454043 064915
ARREDONDO FARMS
1336568 PWSID # FL201

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

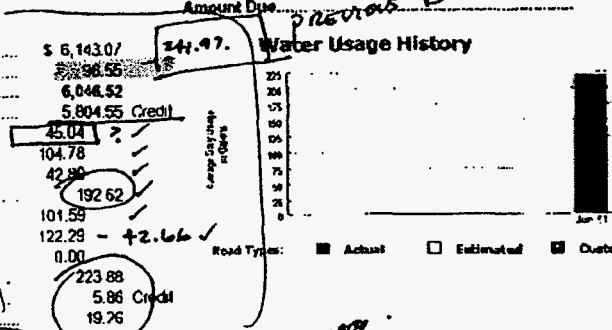
Tel: 877.987.2782
Fax: 866.780.8292
e Mail: custserv@aquaaamerica.com

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

Meter Data	Meter	Size	Reading Period	Days	Read Type	Meter Readings	Usage
New Meter	09093588	5/8	01/05/11	75	Actual	19100	19,100
			10/22/10		Actual	0	
Old Meter	56585742	5/8	10/22/10	11	Actual	258800	0
			10/11/10		Actual	258800	
*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 6,048.52
Adjustments 5,804.55 Credit
Water Base Facility Charge 45.04
14,333 gallons @ \$0.00731 per gallon 104.78
Next 4,767 gallons @ \$0.00898 per gallon 42.89
Current Water Charges 192.62
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



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.

AQUA Water/Sewer Bill

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

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

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

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

*****AUTOMIXED AADC 169 C 87 P 9L
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.

00145404306491510000000671874



19,100

3 mo.

19,100

SEPT/2009
METER STUCK. ONE YEAR.

- Payment Acknowledgment

EMILY

"There are no kinds of
Billing Problems."

- o { RECEIVE APPROX ?
RECEIVE NEW BILL ?

9/8/09
9/13/10

Backbilling

SEPT 15, 2010 - 0-
OCT - Found 1374
SNACK. METRE
EXCHANGE
388.21
Facility
Current
258000
258000

AQUA

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

Tel: 877.987.2782
Fax: 866.788.8292
e Mail: custserv@aquaservice.com

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

Account Number
001454043 064911
ARREDONDO FARMS
1336568 PWSID # FL20100

Questions about your water/sewer service?... Contact us before the due
Bill Date November 16, 2010 Total Amount Due \$ 1,228.89 Current Charges Due December 08, 2

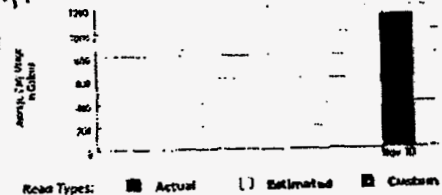
Meter Data	Meter	Size	Billing Period	Days	Read Type	Water Readings	Usage
New Meter	09093588	5/8	11/12/10	21	Actual	36300	36,300
			10/22/10		Actual	0	
Old Meter	56585742	5/8	10/22/10	11	Actual	258800	0
			10/11/10		Actual	258800	
Average Daily Usage = 1,134 Gallons			Total Days: 32		Total Usage		36,300

Billing Detail

Amount Owed from Last Bill	\$ 891.93
Total Payments Received	0.00
Remaining Balance	891.93
Adjustments	451.00 Credit
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 26,300 gallons @ \$0.02067 per gallon	543.62
Current Water Charges	640.78
Sewer Base Facility Charge	35.44
6,000 gallons @ \$0.00711 per gallon	42.68
Next 30,300 gallons @ \$0.00 per gallon	0.00
Current Sewer Charges	78.10
Late Charge	5.00
Utility Tax	64.08

Amount Due \$ 1,228.89

Water Usage History



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 proper please remember to provide your full 16-digit account number when paying your bill.

704.84

Inv: 10
Bla no.

AQUA Water/Sewer Bill

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

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

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

Account Number
001454043 0649151
Amount Due \$ 1,228.89 Current Charges Due C
December 08, 2
Amount Enclosed

*****AUTO**MIXED AADC 189 C 104 P 140
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.

0014540430649151000000122889



D-12

March 22, 2011

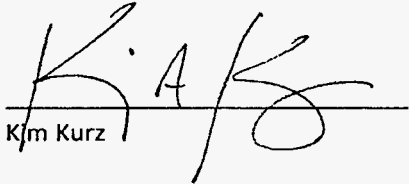
Statement regarding interview with Resident
By Kim Kurz, Director of Special Projects, Yes Communities, Inc

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.


Kim Kurz

3/22/11
Date

This statement is true and accurate.

Monica Thomas

Date

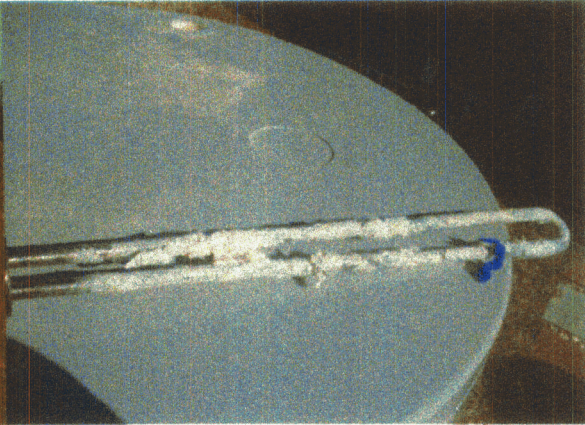
Attachment(s): Original complaint filed with Arredondo Farms office and PSC website
Copies of bills of large back sewer charge. Monica called AQUA to authorize,
waiting on copies from AQUA.

List of residents that had leaks and high bills
March 28, 2011

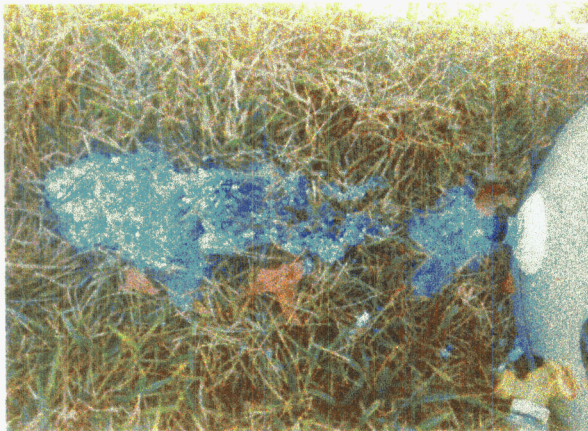
- Site #2323 Derrick Mazon – Rental home. The leak has been fixed. Submit work order and leak form for credit with AQUA for this resident. Resident received high bill and moved out 3/2011. Unable to contact resident for bill copies.
- Site #2417 Kendrick Cody – Rental home. Spa tub faucet will not turn off, running at medium volume. Submit emergency work order to get repaired. Moved out 1/2011 due to high water bill. Unable to contact resident for bill copies.
- Site #2215 Nakesha Evans – Rental home. Could not verify leak because water was already shut off due to non-payment. Angie called AQUA to see if they would turn back on so we can find leak – they will not without payment of \$336.42. Got copy of bill that showed leak in November. Does not have money to pay, will most likely be moving out in April.
- Site #2611 Debbie Terrence – she is renting from a homeowner. She has back water bills from when she first moved in that AQUA is trying to collect and will shut off. High bills were due to leak. Spoke with owner Lisa Mills – (386)208-3949 to see if she would assist. She said she would contact AQUA on resident's behalf. The owner has now moved the HOME out due to the high water bills and problems, she could not keep the home rented.
- Site #2402 Antwan Brown – Rental home. Massive leak under home was fixed. Resident has balance with the AQUA of \$1900 due to the leak. We paid the back bill for him in order to save occupancy and are charging him \$100 a month to repay a portion of the balance.
- Site #2617 Angela Barber – Yes loan. Verify that leak has been corrected. We paid a large water bill for her to keep her in the home.
- Site #2218 Delancey – had a leak in November causing a high bill. We had difficulty fixing leak – offered to pay portion of bill. New problem with toilet running in February causing high bill again. Resident did not inform us timely. We are paying the bill to save them but putting them on payment plan to repay.



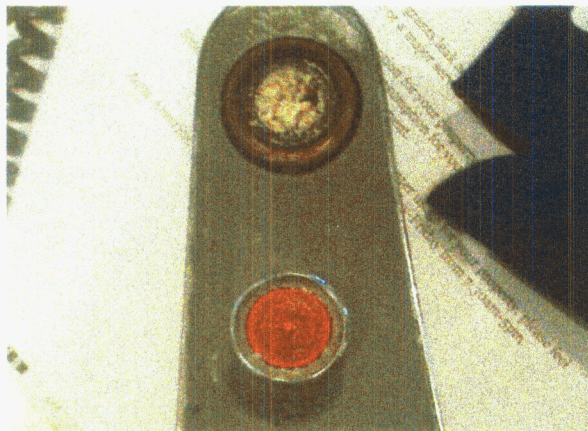
2604 hot water heater element



2212 hot water element only 4 weeks old



2212 hot water heater – example of how crystals fill up tank making it even hard to flush them out.



Example of clogged faucet from calcification



Example of sediment that gets stuck in aerators



2530
-37-1

An Aqua America Company

04/02/2011

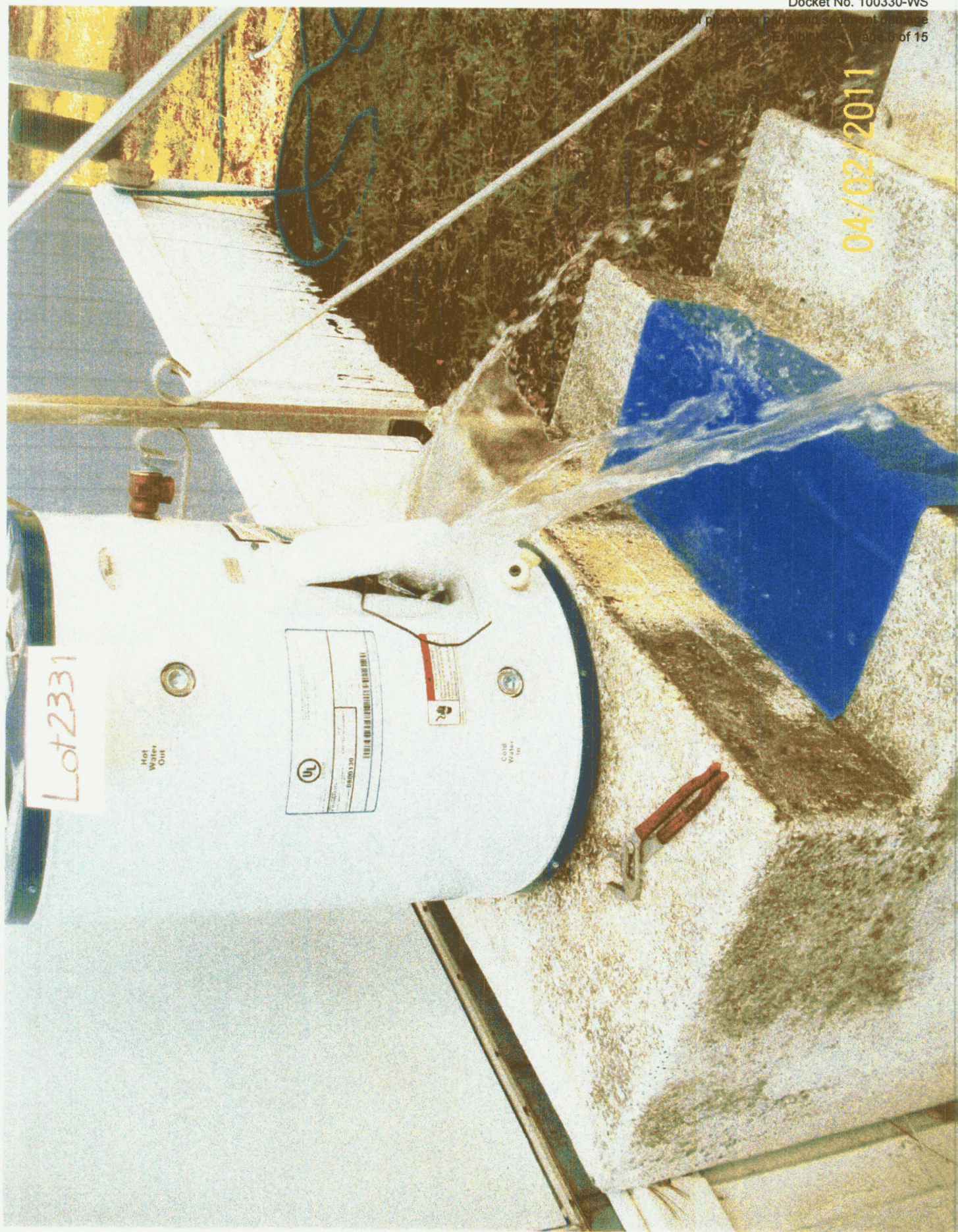


04/02/2011





04/02/2011



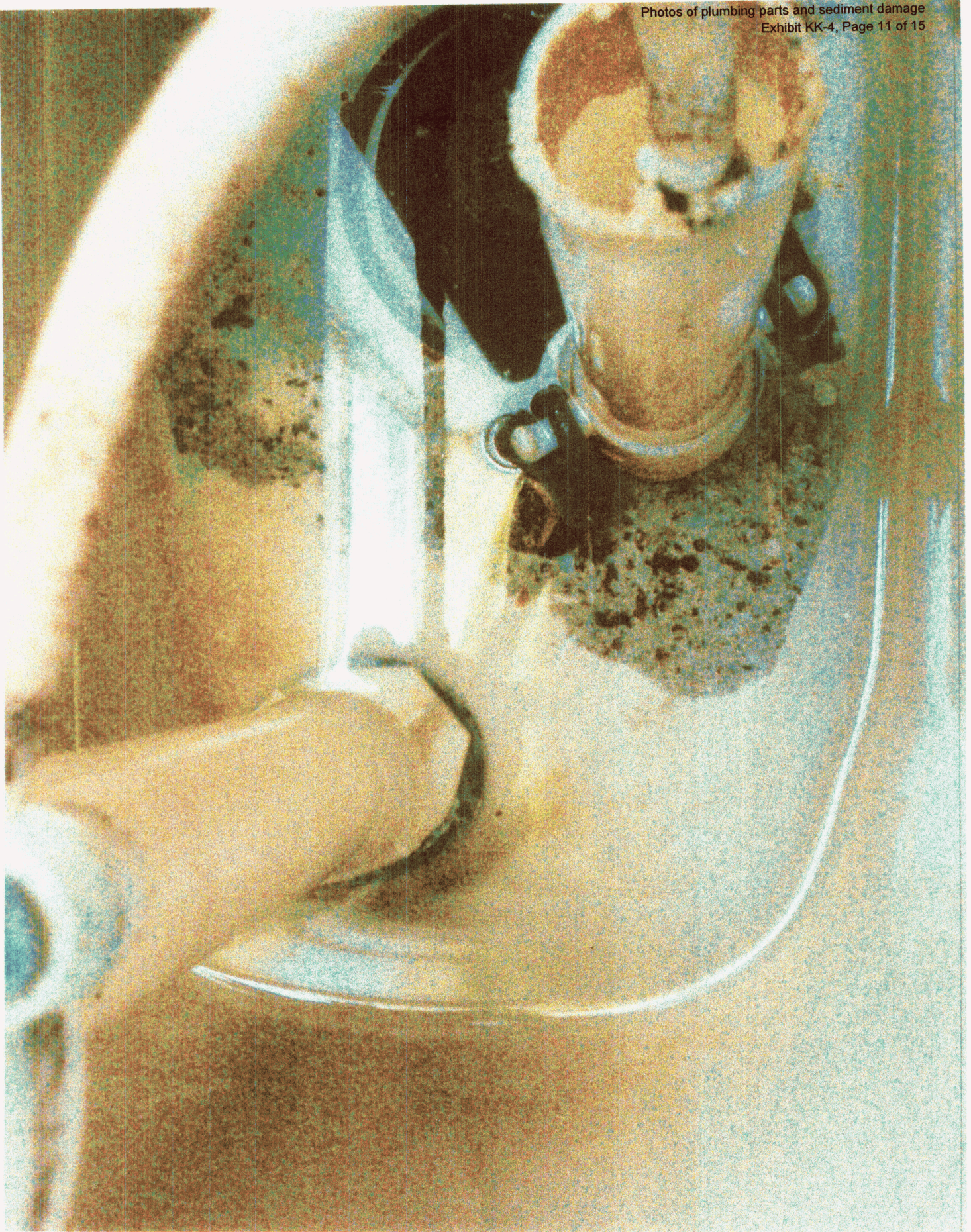


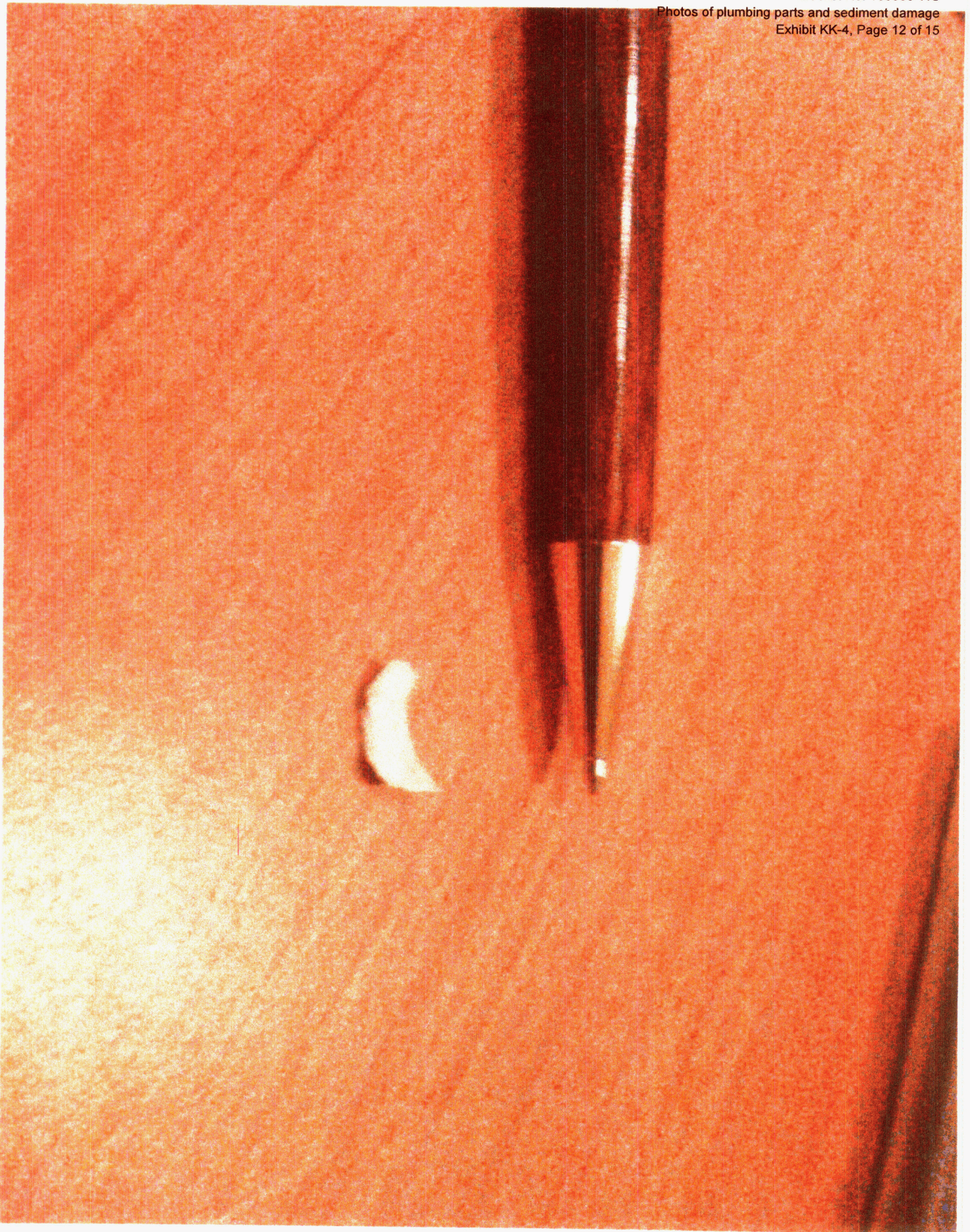
04/02/2011







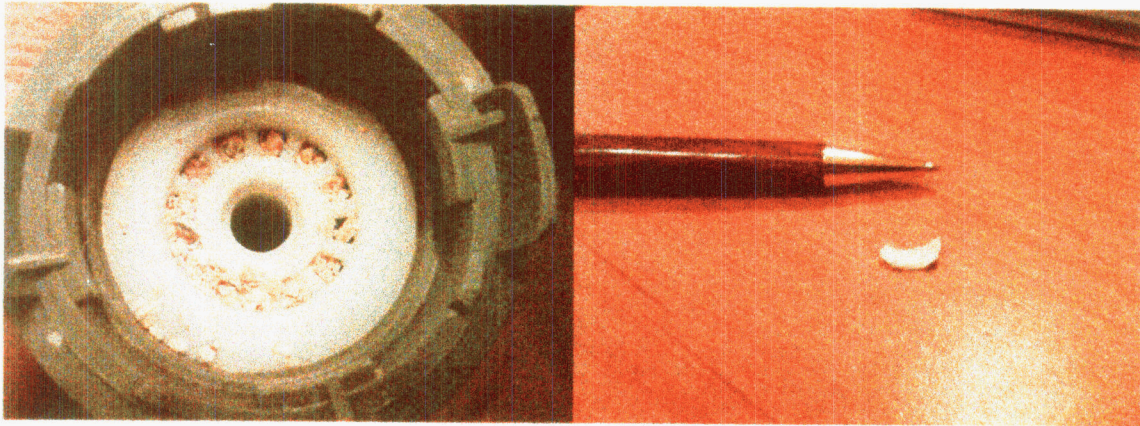




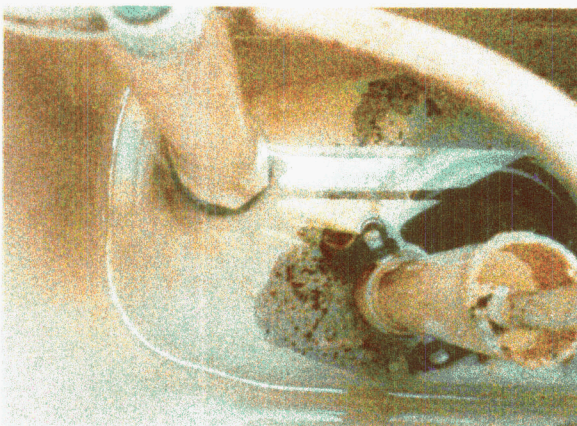




Arredondo Farms
Pictures of plumbing parts damage
March 28, 2011



Sediment in toilet flow valve- causes toilets to run. Size of sediment can be very large.



This type of sediment often clogs the supply lines and fills tank with several cups of material. When replacing supply line, this sediment flows out into buckets.

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 September 22, 2011

DIRECT TESTIMONY

OF

SHAWN HARPIN

on behalf of

Yes Companies, LLC d/b/a Arredondo Farms

1 BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

2 YES COMPANIES, LLC

3 DIRECT TESTIMONY OF SHAWN HARPIN

4 DOCKET NO. 100330-WS

5
6
7 **Q. Name and business address:**

8 A. My name is Shawn Harpin. My business address is 9101 Normandy Blvd,
9 Jacksonville, FL 32221.

10
11 **Q. By whom are you employed and what is your position:**

12 A. I am employed by YES! Communities Inc. YES! Communities Inc. is a related
13 corporate entity to Yes Companies, LLC ("Yes"). My position is Senior Regional
14 Manager for Florida.

15
16 **Q. Please describe your duties and responsibilities in that position:**

17 A. I am responsible for all community operations for the 13 communities located in
18 Florida. This includes but is not limited to leasing, selling, financial performance of the
19 asset and the overall operational capacity of the portfolio.

20
21 **Q. Describe your educational background and professional experience:**

22 A. I received my undergraduate degree from Metropolitan State College of Denver with a
23 B.S. in Finance with an emphasis in investments. I have over 15 years of experience in
24 multiple facets of the mobile home industry including financing, wholesale, retail,

1 manufacturing, and property management. I currently manage the Florida portfolio
2 consisting of 13 communities and over 3700 home sites.

3
4 **Q. Have you previously appeared and presented testimony before state regulatory**
5 **bodies?**

6 A. Only during this rate case, Docket 100330-WS.

7
8 **Q. What is the purpose of your testimony?**

9 A. The purpose of my testimony is to provide information as it relates to the negative
10 impact to the operations of Arredondo Farms as a result of high water and waste water
11 rates; poor water quality; back billing charges and errors; and poor customer service
12 quality imposed to our residents by Aqua Utilities of Florida (“Aqua”). This testimony
13 is based on my personal knowledge and a review of Yes’s business records as those
14 records are kept in the ordinary course of business.

15
16 **Q. Are you sponsoring any exhibits in this case?**

17 A. Yes, I am sponsoring the following exhibits, which are attached to my testimony:

18
19 Exhibit SH1 – Gainesville Apartment Market Trends

20 Exhibit SH2 – Gainesville Stick Built Market Trends

21 Exhibit SH3 – Arredondo Farms Repo/Lease Turn Report August 2011

22 Exhibit SH4 – Arredondo Farms 2011 Move Out Report

1 **Q. Were these exhibits prepared by you or under your direction and supervision?**

2

3 A. Exhibits SH1 and SH2 are industry reports specific to the rental housing industry.

4 Exhibits SH3 and SH4 were prepared by me based on my personal knowledge and from a
5 review of Yes's business records as kept by Yes in the ordinary course of business. I am
6 a custodian of those business records.

7

8 **Q. Please summarize your testimony:**

9 A. I am responsible for the entire operations of the 13 mobile home communities owned
10 by Yes in the state of Florida. I have communities located in the Tampa area,

11 Jacksonville area, and in the Gainesville area. Arredondo Farms has a great location on

12 Archer Road just 3 miles west of I-75. Arredondo Farms provides quality amenities, great
13 curb appeal / appearance, while providing large desirable homes at affordable rent levels.

14 It is one of the best options available in Gainesville for affordable housing. However,

15 there is one issue that severely threatens Yes's ability to provide affordable housing at

16 Arredondo Farms: Aqua.

17

18 I will not repeat the stories we heard from our residents that spoke with Kim Kurz at their
19 homes earlier this year or the countless residents who appear at community manager

20 Mallory Starling's office daily. I will not try to repeat what our residents said who came
21 with their own personal experiences at the Gainesville hearing on September 12, 2011.

22 Instead, I would like to focus on the impact these issues have had to our community and

23 our company.

1

2 Yes prides itself on providing affordable housing with a “Yes!” attitude. That is the
3 foundation of our business. What that means is that we strive to conduct our business
4 with the resident at the outset by providing a high level of customer service and by
5 providing value for our residents. We continue to struggle at Arredondo Farms because
6 of the issues our residents face with Aqua. Let me explain.

7

8 First, I would like it noted that I have not experienced the massive amount of move-outs
9 we incur at other properties, within my portfolio, as we see at Arredondo Farms due to
10 issues with their water service provider or water bills. The affordability market as it
11 pertains to housing at Arredondo Farms has been encumbered by Aqua’s extremely high
12 utility rates. An average household experiences a monthly water and waste water bill
13 from Aqua in the \$135-150 range. This is \$90 higher than comparable communities in
14 our portfolio and is \$76 greater than an existing utility operator within the Gainesville
15 market. Site rent at Arredondo Farms on average is \$270 and total home rent on a lease
16 is \$630. That means that our residents experience a water bill that represents 55% of
17 their entire site rent or 21% of their entire home rent respectively. Our company average
18 site rent is \$295 and average water bill is \$43.84, which constitutes only 15% of the site
19 rent. Our average total home rent on a lease is \$650 and again average water bill is
20 \$43.84, which constitutes only 7% of the home rent.

21

22 Second, due to the numerous billing errors and back charges, a resident at Arredondo
23 Farms who is managing their household finances on a paycheck by paycheck basis can be

1 faced with a \$400 to \$2,000 bill for back charges coupled with their normal water usage.
2 Aqua then either shuts off that resident's water or forces that resident to finance the back
3 charges into a payment plan while not accepting less than 25% of the outstanding balance
4 as monthly payments until paid in full. So an already high water bill is now higher. This
5 stretches an ever challenging household's budget and forces no other option but to leave
6 the community.

7
8 What we have seen as a result of these exorbitant bills is unusually high move outs and
9 turnover costs associated at Arredondo Farms. Only reviewing move-outs since January
10 2011, Arredondo Farms has experienced 59 move outs. Out of 59 move-outs, 35 residents
11 have left due to high water bills which have impacted the ability of our residents to pay
12 their discounted rent provided by Arredondo Farms. This means that 59% of our former
13 residents who have left our community left because of Aqua water issues. It is bad
14 enough knowing 3.8 families per month pack up and relocate because of this issue, but
15 let's relate it to dollars. Arredondo Farms spends on average of \$1,960 - \$3,690 to
16 remarket the home depending on whether it is a lease or loan repo on every move out.
17 Averaging this over a 9 month period (based on Jan. 2011 thru Sept. 2011) this equates to
18 \$7,448 - \$14,022 per month. Base this over an annual forecasted period it equals \$89,376
19 - \$168,264 of additional expenses per year due to Aqua's malfeasance.

20
21 Further, Yes's losses continue to be compounded by additional marketing expenses
22 incurred once the homes become vacant along with the additional payroll paid to leasing
23 agents joined with rent discounts below market levels in order to provide a total

1 affordable housing option cost in the market place. A 3-bedroom unit in Arredondo
2 Farms should easily rent for \$725. When you consider having a rental portfolio of over
3 100 rentals in Arredondo, this equates to losing \$95 per month in rent and equals a
4 \$114,000 yearly loss in revenue.

5
6 Additionally, the above financial losses do not take into consideration loss revenue once
7 the unit becomes vacant. Arredondo Farms' "days vacant" for vacant inventory is
8 anywhere from 54 days to 171 days or 1.8 months to 5.7 months. With an average site
9 rent of \$270 and an average home rent of \$630 this equates to lost revenue on a monthly
10 basis of \$4,309 to \$13,645 or \$51,708 to \$163,740 of annual loss revenue.

11
12 Finally, we have a maintenance technician, Mike Green, whose sole job is to manage the
13 water issues within our rental home portfolio at Arredondo Farms. He visits every home
14 a minimum of once a month to ensure there are no leaks in the home that would result in
15 a huge water bill due to the high rate tier Aqua imposes on our residents. He replaces
16 plumbing lines that are providing little to no water pressure due to the sediment and
17 calcium build up from the poor water quality. He replaces toilet parts that are stuck due
18 to sediment and causing the toilet to run, leading to high bills. He replaces hot water
19 elements that have corroded due to calcification as a result of the water. This community
20 had 77 rental home water quality related plumbing work orders from January – March of
21 2011 compared to 18 that its sister Gainesville property had which is on a different water
22 system. Again, this represents increase payroll and maintenance expense costs of well

1 over \$40,000 per year due to the water. Arredondo Farms incurs annual loss revenue and
2 increased expenses over \$450,000 per year.

3

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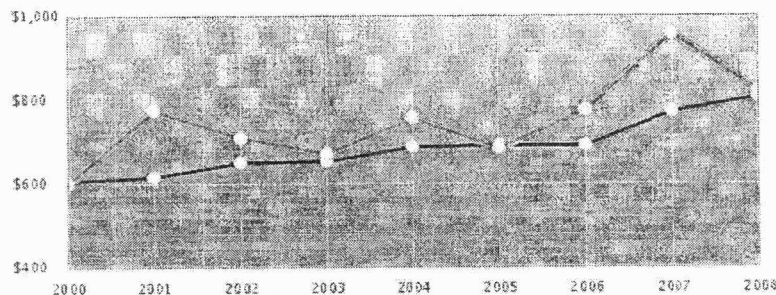
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www.gatorlist.org**Gainesville Market Trends**

Based on 4,769 renter reports on 201 Gainesville Apartments

**Change Floorplans?**

Floor Plan 1 ☐ 2 beds ☐ any baths ☐

Floor Plan 2 ☐ 3 beds ☐ any baths ☐

2 bedroom

	2003	2004	2005	2006	2007	2008	2009	2010	2011
Price:	\$653	\$686	\$690	\$690	\$771	\$804	\$766	\$724	\$699
Responses:	164	200	116	119	89	112	97	96	70
% change:	0.62%	5.05%	0.58%	0%	11.74%	4.28%	-4.73%	-5.48%	-3.45%

3 bedroom

	2003	2004	2005	2006	2007	2008	2009	2010	2011
Price:	\$670	\$754	\$682	\$774	\$956	\$821	\$797	\$719	\$727
Responses:	87	80	48	54	30	38	57	48	41
% change:	-5.37%	12.54%	-9.55%	13.49%	23.51%	-14.12%	-2.92%	-9.79%	1.11%

Methodology: Data used to calculate average prices by floorplan are gathered from renters' disclosure of monthly rental rates on ApartmentRatings.com, the Internet's most popular website where renters can exchange information about apartments.

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YOUR THOUGHTS!

SCHEDULE B - FY 2011 FINAL FAIR MARKET RENTS FOR EXISTING HOUSING

PAGE 7

DELAWARE continued

METROPOLITAN FMR AREAS 0 BR 1 BR 2 BR 3 BR 4 BR Counties of FMR AREA within STATE

*Philadelphia-Camden-Wilmington, PA-NJ-DE-MD MSA.. 789 900 1077 1317 1589 New Castle

NONMETROPOLITAN COUNTIES 0 BR 1 BR 2 BR 3 BR 4 BR NONMETROPOLITAN COUNTIES 0 BR 1 BR 2 BR 3 BR 4 BR

Sussex..... 620 675 750 1026 1056

DISTRICT OF COLUMBIA

METROPOLITAN FMR AREAS 0 BR 1 BR 2 BR 3 BR 4 BR Counties of FMR AREA within STATE

*Washington-Arlington-Alexandria, DC-VA-MD HMFA... 1131 1289 1461 1885 2466 District of Columbia

FLORIDA

METROPOLITAN FMR AREAS 0 BR 1 BR 2 BR 3 BR 4 BR Counties of FMR AREA within STATE

Baker County, FL HMFA.....	387	536	596	871	895	Baker
Cape Coral-Fort Myers, FL MSA.....	810	874	996	1354	1393	Lee
Crestview-Fort Walton Beach-Destin, FL MSA.....	648	759	854	1246	1368	Okaloosa
Deltona-Daytona Beach-Ormond Beach, FL MSA.....	645	754	938	1213	1248	Volusia
*Fort Lauderdale, FL HMFA.....	956	1069	1285	1777	2256	Broward
Gainesville, FL MSA.....	656	723	824	1205	1242	Alachua, Gilchrist
Jacksonville, FL HMFA.....	685	779	907	1138	1304	Clay, Duval, Nassau, St. Johns
Lakeland-Winter Haven, FL MSA.....	674	744	857	1087	1275	Polk
Miami-Miami Beach-Kendall, FL HMFA.....	862	976	1184	1514	1770	Miami-Dade
Naples-Marco Island, FL MSA.....	909	1042	1173	1458	1518	Collier
*North Port-Bradenton-Sarasota, FL MSA.....	843	923	1111	1419	1559	Manatee, Sarasota
Ocala, FL MSA.....	648	667	783	1028	1059	Marion
Orlando-Kissimmee-Sanford, FL MSA.....	795	865	988	1237	1456	Lake, Orange, Osceola, Seminole
Palm Bay-Melbourne-Titusville, FL MSA.....	629	770	907	1222	1362	Brevard
Palm Coast, FL MSA.....	692	798	1004	1406	1499	Flagler
Panama City-Lynn Haven-Panama City Beach, FL MSA..	668	705	807	1114	1240	Bay
Pensacola-Ferry Pass-Brent, FL MSA.....	654	712	790	1145	1385	Escambia, Santa Rosa
Port St. Lucie, FL MSA.....	754	756	958	1266	1305	Martin, St. Lucie
Punta Gorda, FL MSA.....	676	708	918	1340	1613	Charlotte
Sebastian-Vero Beach, FL MSA.....	621	750	956	1190	1225	Indian River
Tallahassee, FL HMFA.....	680	756	933	1245	1281	Gadsden, Jefferson, Leon
Tampa-St. Petersburg-Clearwater, FL MSA.....	714	792	958	1214	1466	Hernando, Hillsborough, Pasco, Pinellas
Wakulla County, FL HMFA.....	639	694	772	1015	1047	Wakulla
*West Palm Beach-Boca Raton, FL HMFA.....	944	1106	1306	1847	1903	Palm Beach

NONMETROPOLITAN COUNTIES 0 BR 1 BR 2 BR 3 BR 4 BR NONMETROPOLITAN COUNTIES 0 BR 1 BR 2 BR 3 BR 4 BR

Bradford.....	418	580	643	797	822	Calhoun.....	539	540	647	815	930
Citrus.....	577	627	694	1007	1212	Columbia.....	503	581	687	857	1205
DeSoto.....	567	580	682	822	846	Dixie.....	492	537	596	744	830
Franklin.....	538	540	647	815	927	Glades.....	596	635	722	882	941
Gulf.....	539	540	647	815	930	Hamilton.....	492	537	596	744	830
Hardee.....	567	615	682	837	860	Hendry.....	542	648	722	868	1071

www.hudusers.org

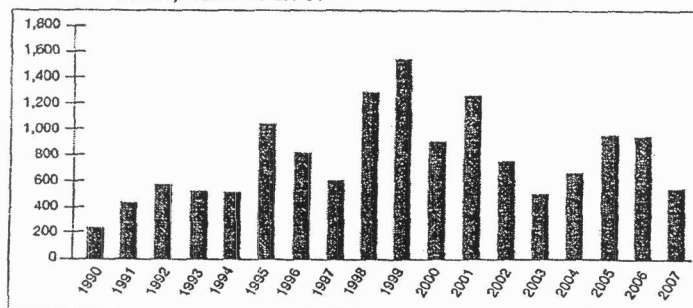
8

Housing Market Trends Rental Market Continued

activity, as measured by the number of building permits issued, has remained relatively strong since 2000. Multifamily construction averaged fewer than 500 units permitted a year during the early 1990s but increased to more than 1,000 units a year in the late 1990s. Since 2000, the number of units permitted has averaged

about 900 units a year. During the 12 months ending September 2007, building permits were issued for approximately 800 multifamily units, essentially unchanged from the number of units permitted during the previous 12 months. Figure 9 provides details about multifamily building permits issued in the HMA from 1990 to 2007.

Figure 9. Multifamily Building Permits Issued in the Gainesville HMA, 1990 to 2007



Notes: Includes all multifamily units in structures with two or more units. Includes data through September 2007.

Source: U.S. Census Bureau, Building Permits Survey

During the 3-year forecast period, student enrollment at UF is expected to remain stable and growth in the number of renter households will be driven primarily by employment and population increases. Demand is expected for 2,000 new rental units, part of which will be met by the 300 units currently under construction. Table 5 shows estimated demand by rent level for new market-rate rental housing in the HMA during the forecast period.

Table 5. Estimated Demand for New Market-Rate Rental Housing in the Gainesville HMA, October 1, 2007 to October 1, 2010

1 Bedroom		2 Bedrooms		3 or More Bedrooms	
Monthly Gross Rent (\$)	Units of Demand	Monthly Gross Rent (\$)	Units of Demand	Monthly Gross Rent (\$)	Units of Demand
600	880	800	870	1,100	250
650	775	850	720	1,150	230
700	710	900	660	1,200	200
750	640	950	590	1,250	180
800	560	1,000	510	1,300	150
850	475	1,050	440	1,350	130
900	400	1,100	370	1,400	110
1,000	320	1,200	300	1,500	80
1,100	260	1,300	190	1,600	60
1,200	200	1,400	130	1,700	40
1,300	160	1,500	90	1,800	30
and higher		and higher		and higher	

Notes: Distribution above is noncumulative. Demand shown at any rent represents demand at that level and higher.

Source: Estimates by analyst

Community Repo Turn / Lease Turn Report: August 2011

By Region By Community	YTD Repo Refurb	YTD Repo		Average		Moves		Average Refurb Per Move In	Avg. Months Occupied	Per Month Occupancy Cost
		Refurb	Average	Average	Outs	Move Ins	Average			
		Accumulated Costs	Days Vacant	Days Occupied	(through 08/11)	(09/10 - 08/11)	Refurb Per Move In			

Arredondo Farms	\$	88,508.82	\$	92,333.20	171	1689	27	24	\$	3,687.87	56.29	\$	65.52
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By Region By Community	YTD Lease Refurb	YTD Lease		Average		Moves		Average Refurb Per Move In	Avg. Months Occupied	Per Month Occupancy Cost
		Refurb	Average	Average	Outs	Move Ins	Average			
		Accumulated Costs	Days Vacant	Days Occupied	(through 08/11)	(09/10 - 08/11)	Refurb Per Move In			

Arredondo Farms	\$	121,564.41	\$	126,782.30	57	441	65	62	\$	1,960.00	14.71	\$	133.25
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Arredondo Move out reason report 2011

Move Out Date	Site	Community	Name	Move In Date	
1/10/2011	2502	Arredondo Farms	AMY M PRATT	4/1/2006	x
1/18/2011	2421	Arredondo Farms	ELIZABETH YOUNG	2/27/2007	x
1/23/2011	77	Arredondo Farms	Darlynn DavisJackson	5/15/2007	x
2/1/2011	2410	Arredondo Farms	Steven Gornto	8/24/2010	
2/2/2011	2221	Arredondo Farms	Nancy Mannstedt	12/29/2010	x
2/4/2011	2219	Arredondo Farms	Kathy Thomas	2/15/2010	
2/13/2011	2512	Arredondo Farms	KATIE LANDRY	2/28/2007	x
2/16/2011	2607	Arredondo Farms	Shirley Hall	1/25/2010	
2/23/2011	2400	Arredondo Farms	Jesse Nipper	6/1/2010	
3/1/2011	14	Arredondo Farms	Robert Tyler	5/25/2010	x
3/1/2011	2323	Arredondo Farms	Derrick Mazon	10/4/2010	x
3/1/2011	2504	Arredondo Farms	Raquel Oberg	2/12/2010	
3/1/2011	2636	Arredondo Farms	Elizabeth Vanheuveld	1/16/2009	
3/2/2011	2205	Arredondo Farms	Mary Walker	3/12/2008	x
3/19/2011	17	Arredondo Farms	DAVID T MANN	8/22/2005	x
3/19/2011	2304	Arredondo Farms	Lethia R. Brinson	7/24/2004	x
4/20/2011	2100	Arredondo Farms	Kiwanis Stonerock	2/5/2010	x
4/27/2011	85	Arredondo Farms	Philip Pomaro	4/24/2010	x
5/2/2011	2618	Arredondo Farms	Jef Bell	11/29/2010	
5/4/2011	2008	Arredondo Farms	Robert Walsh	8/24/2009	
5/5/2011	125	Arredondo Farms	Ebony Nattiel	9/26/2008	x
5/7/2011	2441	Arredondo Farms	LATASHA M MONGO	8/30/2007	x
5/21/2011	2617	Arredondo Farms	Angela Barber	5/18/2009	
6/2/2011	136	Arredondo Farms	Kaitlyn Smith	6/26/2010	
6/2/2011	2119	Arredondo Farms	Rita Swain	10/23/2010	x
6/4/2011	2303	Arredondo Farms	CARLA A IVON	1/31/2003	x
6/6/2011	2323	Arredondo Farms	Sarah Brown	3/9/2011	x
6/17/2011	123	Arredondo Farms	Russell Broyles	8/17/2010	
6/17/2011	2200	Arredondo Farms	Stephanie Thomas	7/16/2010	x
6/20/2011	2012	Arredondo Farms	Casey Brown	8/4/2010	x
6/20/2011	2844	Arredondo Farms	Myrlande Elichme	2/19/2011	
7/8/2011	5	Arredondo Farms	JAMES W HILL	5/26/2006	
7/10/2011	90	Arredondo Farms	SCOTT D LEGGETT	2/10/2006	x
7/12/2011	2400	Arredondo Farms	Michael Voyles	2/28/2011	
7/12/2011	2413	Arredondo Farms	Adam Webster	6/25/2010	
7/28/2011	2109	Arredondo Farms	Rita Swain	18/5/2010	x
7/28/2011	2218	Arredondo Farms	Candice Delancey	9/27/2010	x
7/28/2011	2429	Arredondo Farms	Matild Castro	4/23/2010	
7/31/2011	7	Arredondo Farms	Jennifer Finley	6/24/2009	
7/31/2011	122	Arredondo Farms	Michael Coble	6/28/2010	
7/31/2011	2420	Arredondo Farms	Jesse Nipper	4/23/2010	
7/31/2011	2607	Arredondo Farms	Brett Hemeon	3/10/2011	x
8/3/2011	158	Arredondo Farms	Yvette Acosta Arroyo	4/26/2011	
8/2/2011	2612	Arredondo Farms	Lavonya S Bryan	7/24/2007	x
9/5/2011	2	Arredondo Farms	Thersea Jarvis	6/19/2008	
9/5/2011	21	Arredondo Farms	Joanne Ferguson	5/1/1994	x
9/5/2011	47	Arredondo Farms	Victor Gutierrez	7/10/2009	x
9/5/2011	59	Arredondo Farms	Antonio Franklin	8/23/2010	x
9/5/2011	67	Arredondo Farms	Angelina Valdez	1/1/1996	x
9/5/2011	114	Arredondo Farms	Maribel Rosabal	3/24/2009	x
9/5/2011	2115	Arredondo Farms	Sandra Atilas	3/28/2011	
9/5/2011	2222	Arredondo Farms	George Mattos	7/2/2010	x
9/19/2011	34	Arredondo Farms	Kathleen Delano	1/25/2010	x

9/19/2011	35	Arredondo Farms	Katherine Smith	1/15/2010	x
9/19/2011	2002	Arredondo Farms	Yadira Beltran Montes	4/25/2011	x
9/19/2011	2515	Arredondo Farms	Juan Fret	5/21/2011	x
9/19/2011	2610	Arredondo Farms	Greg B. Slatt	9/28/2007	x
9/19/2011	2710	Arredondo Farms	Charity Oliver	7/2/2009	
9/19/2011	2007	Arredondo Farms	THOMAS A KASICKI	2/27/2007	
Total					35
Months					9
Per month					3.89

Moveout Reason

no, moved into apartment because she could no longer afford loan payments and to keep the water turned on w such high rate
repo: water shut off and abandon home
repo: water shut off and abandon home
vacated home 2/1/11 due to non payment MS
moved back in with family because she couldn't afford to live here, water was shut off prior to move out
evicted 2/4/11 due to non-payment
repo, water shut off
abandon home, left keys in drop box at office overnight
broke lease due to job transfer
abandon home without notice water was shut off due to non payment prior to move out
Abandon home water was shut off for non payment of high bill due to leak
non-renewal, purchased home elsewhere
abandon home without notice
abandon home, water locked off could not afford to have water turned back on to stay
repo: lived without water service for over a year because he could not afford it
repo: water shut off
abandon home did not get notice, said she could not afford water bills as a single mother
going through divorce as single mother could not afford rent and utility bills, moved in w family
disturbance with neighbor decided to move back home to Key West
Purchased home on large piece of land
abandon home when given notice of eviction, could not afford the water bill and water had been shut off
repo
repo
moved out of town for job transfer
under eviction and water was shut off, could no longer afford to live here
repo: single mother could no longer afford loan payment and water bills with cut hours at work
was not able to make rental payments along with high water bill as single mom
purchased home on a piece of land
was not able to make rental payments along with high water bill as single mom
under eviction for non-payment water was shut off
community violation, given 7 day no cure notice
repo
repo meter removed could not afford bill with family of 4 on single income
abandon home by 7/5 under eviction
gave 30 day notice
moved out since water was shut off and they weren't able to afford to turn back on
shut off because they couldn't afford the bills, she never paid yes back for back balance we paid aqua so her water could be re
home was abandon when gold key was performed
moved into home she's renting from private owner in community, I couldn't match rental rate.
moved to venice fl for job
job contracted ended in Gainesville moved out of town after lease was over.
hour: cut back at work water was shut off and could not pay balance to have service turned on for his family, abandon home
moved back to Texas due to her mother's illness
repo: water shut off and could not afford to restore service so request electric shut off and abandon home
abandon home without notice, key found in park drop box
are down in home since the home was too old to be removed out of community and stated her water bill was higher than 1000
P.O. meter was removed from home and unable to get water service, abandon home
could not longer afford to live in community, moved in with family
her deceased, daughter sold moved home out of community since she could not rent home at market value due to high water
could not longer afford to live in community, moved in with family
employee moved out
under eviction for non-payment water was shut off
abandon home, could not afford water bill and rent on fixed income

abandon home, single mother could not afford rent and to keep water turned on
abandon home, stated she could not afford to live in our community
stated in vacate notice had to move with family because of high utility bill they couldn't budget for
abandon home, water was shut off

non-renewal of lease

repo, going through divorce and could no longer afford home

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 September 22, 2011

DIRECT TESTIMONY

OF

MALLORY STARLING, JEREMY GRAY, AND MIKE GREEN

on behalf of

Yes Companies, LLC d/b/a Arredondo Farms

1 BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

2 YES COMPANIES, LLC

3 DIRECT TESTIMONY OF MALLORY STARLING, JEREMY GRAY, AND MIKE
4 GREEN

5 DOCKET NO. 100330-WS

6
7
8 Yes Companies, LLC d/b/a Arredondo Farms (“Yes”) hereby incorporates by reference
9 the testimony provided by Mallory Starling, Jeremy Gray, and Mike Green and the
10 exhibits introduced by these witnesses at the public hearing before the Public Service
11 Commission (“PSC”) in Gainesville, Florida on September 12, 2011 (the “Gainesville
12 Hearing”). Yes requests that the PSC adopt as Yes’s official pre-filed testimony and
13 exhibits the testimony provided by these witnesses at the Gainesville Hearing and the
14 exhibits introduced or referenced by these individuals at the Gainesville Hearing,
15 including Exhibit Number 14 introduced at the Gainesville Hearing titled “Customer
16 Complaints and Pictures” and filed separately by Yes on September 20, 2011. Yes
17 anticipates that the testimony of Ms. Starling, Mr. Gray, and Mr. Green will be similar in
18 scope to the testimony provided at the Gainesville Hearing.