

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

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

DOCKET NO. 100330-WS

Dated: October 27, 2011

REBUTTAL TESTIMONY

OF

SUSAN CHAMBERS

on behalf of

Aqua Utilities Florida, Inc.

DOCUMENT NUMBER-DATE

07936 OCT 27 =

FPSC-COMMISSION CLERK

AQUA UTILITIES FLORIDA, INC.

REBUTTAL TESTIMONY OF SUSAN CHAMBERS

DOCKET NO. 100330-WS

1 **Q. What is your name and business address?**

2 A. My name is Susan Chambers. My business address is 762 W. Lancaster Avenue,
3 Bryn Mawr, Pennsylvania, 19010.

4

5 **Q. On whose behalf are you submitting rebuttal testimony in this proceeding?**

6 A. I am submitting testimony on behalf of Aqua Utilities Florida (“AUF” or the
7 “Company”).

8

9 **Q. Have you previously submitted testimony in this proceeding?**

10 A. Yes. I filed direct testimony as part of AUF’s initial filing in this rate case, and
11 sponsored Exhibits SC-1 through SC-5.

12

13 **Q. What is the purpose of your rebuttal testimony?**

14 A. I have submitted my testimony to rebut the customer service testimony of the
15 Office of Public Counsel (“OPC”) witnesses, Kimberly H. Dismukes, Earl
16 Poucher and Denise Vandiver, and YES witness, Kim Kurz.

17

18 **Q. Are you sponsoring any exhibits to your rebuttal testimony?**

19 A. Yes, I am sponsoring Exhibit SC-6.

20

21

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**THE RESULTS OF THE COMMISSION-APPROVED
PHASE II MONITORING PLAN**

1
2
3
4 **Q. Mr. Poucher claims that the quality of service monitoring reports that AUF**
5 **filed in accordance the Commission-approved Phase II Monitoring Plan are**
6 **“irrelevant to the issue of satisfactory customer service.” Do you agree?**

7 A. Absolutely not. This is perhaps the most perplexing and disheartening part of Mr.
8 Poucher’s testimony. Mr. Poucher seems to have forgotten that he and OPC
9 expressly agreed to using the reports to monitor AUF’s quality of service, and that
10 OPC and AUF jointly submitted a monitoring plan (which included those specific
11 reports) to the Commission for approval. In my opinion, it is beyond belief that
12 Mr. Poucher would now testify that those quality of service reports (and the
13 metrics contained therein) are “irrelevant.”

14
15 The duplicity in Mr. Poucher’s testimony is clearly shown by a quick review of
16 how the Phase II Quality of Service Monitoring Plan came about. As specifically
17 set forth on page 2 of Order No. PSC-10-0297-PAA-WS, issued May 10, 2010,
18 the Phase II Quality of Service Monitoring Plan was expressly designed for OPC
19 and AUF to work collaboratively “to develop a cost-effective, efficient, and
20 meaningful” plan for monitoring AUF’s quality of service. Pursuant to the
21 Commission’s directives, AUF met with Mr. Poucher, OPC counsel, counsel for
22 the Florida Attorney General’s Office, and Commission Staff on March 25 and
23 April 5, 2010, to discuss the reports, metrics and benchmarks that were
24 appropriate to evaluate AUF’s quality of service. Following those publicly
25 noticed meetings, AUF met again with Mr. Poucher and OPC counsel to further
26 discuss the appropriate reports, metrics and benchmarks to evaluate quality of

1 service. AUF and OPC ultimately agreed on a Phase II Monitoring Plan that
2 eliminated the previously imposed monitoring obligations that required AUF to
3 produce sound recordings, meter reading information, and complaint logs.
4 Instead, OPC and AUF agreed to (and the Commission approved) a more limited
5 monitoring of customer service and certain aesthetic water quality issues, which is
6 attached as Exhibit “A” to Commission Order No. PSC-10-0297-PAA-WS.

7
8 OPC was intimately involved in deciding which reports, metrics and benchmarks
9 were to be included in the Phase II Monitoring Plan. Recognizing that the
10 Commission has not adopted formal quality of service metrics for water and
11 wastewater utilities, OPC agreed that the monitoring of customer service during
12 the Phase II period was to be based on the following seven monthly reports used
13 by AUF management to achieve and maintain excellence in customer service: 1)
14 the Management Quality Performance Report; 2) the Florida Complaint Support
15 Information Report; 3) a Florida Score Card Report; 4) a Call Center Monitoring
16 Statistics Report; 5) a Customer Service Representative Call Quality Scores
17 Report; 6) a Service Order Report; and 7) an Estimated Read Report. When it
18 approved OPC’s and AUF’s Phase II Monitoring Plan, the Commission expressly
19 noted that using these already existing reports “is an efficient and cost-effective
20 means” of monitoring AUF’s customer service. *See* Order No. PSC-10-0297-
21 PAA-WS, at 3.

22
23 It is outrageous for Mr. Poucher to now say that those reports and the data
24 contained therein are “irrelevant” to the issue of customer service.

1 **Q. Are there portions of Mr. Poucher's testimony that you agree with?**

2 A. Yes. I agree with Mr. Poucher's testimony which states that he sees
3 "improvement" based upon the results of the Quality of Service Monitoring
4 Reports. For example, Mr. Poucher acknowledges that, since the last rate case,
5 AUF has dramatically reduced the volume of "estimated bills" and, as a result,
6 "meter reading complaints because of estimated bills has declined significantly."
7 Mr. Poucher also acknowledges that the Quality of Service Monitoring Reports
8 submitted by AUF "show improvements in call center performance." OPC
9 witness Kimberly Dismukes also concedes that there have been improvements in
10 call center performance "since the first quarter of 2008."

11

12 While I agree with these specific assessments of Mr. Poucher and Ms. Dismukes,
13 I strongly disagree with the innuendo in their testimony which seeks to disparage
14 the progress and positive results shown in the monitoring reports. For example,
15 Mr. Poucher recognizes that less than five percent of incoming callers to AUF's
16 call centers drop off the line while holding to speak with a CSR, and that this is a
17 "good number." But he then warns against making an assumption that this
18 equates to good service because AUF "makes no mention of customers who are
19 blocked from entering the call center queue due to insufficient number of
20 incoming lines." Mr. Poucher's suggestion that AUF has an insufficient number
21 of lines coming into its call centers is patently false. Our call centers currently
22 have 116 lines of capacity, which is more than an adequate number of incoming
23 lines. Over the past three years, AUF's call centers have received over 5.8 million

1 calls. During that same period, AUF's rate of calls blocked has averaged 0.55
2 percent. In my opinion, that is an excellent record.

3
4 Equally egregious is Mr. Poucher's statement that there is "ample evidence to
5 suggest that Aqua is juggling the call center results" in order to show
6 improvement. Mr. Poucher points to nothing that would even remotely
7 substantiate his claim. Mr. Poucher's allegation is particularly offensive given the
8 fact that he did not visit and inspect the call center, as was contemplated in the
9 Commission-approved Quality of Service Monitoring Plan.

10
11 **Q. Mr. Poucher claims that AUF's Quality of Service Monitoring Reports**
12 **provided "no historical tracking" which OPC requested. Do you agree?**

13 A. No. Mr. Poucher's suggestion that AUF provided no historical tracking
14 mechanism to OPC is absolutely false. In addition to providing all of the
15 information contemplated in the reports to which OPC had agreed, AUF
16 specifically provided additional historical information concerning the reports and
17 the metrics contained therein on July 12, 2010. *See* Exhibit SC-6. Mr. Poucher
18 appears to have forgotten this fact as well.

19
20 **Q. OPC witness Denise Vandiver criticizes AUF for failing to meet certain**
21 **metrics in its call center benchmarks. Do you believe that Ms. Vandiver's**
22 **criticisms are fair?**

23 A. No, I do not. I believe that it is wrong for Ms. Vandiver to criticize AUF for
24 isolated incidents in which the Company failed to meet certain "call center

1 benchmarks.” AUF has repeatedly explained this issue to OPC in prior pleadings
2 filed with the Commission. OPC knows very well that the “call center
3 benchmarks” are self-imposed metrics included in the Florida Scorecard Report
4 that AUF management uses to drive excellence in service quality. AUF does not
5 establish these self-imposed metrics at easily attained levels. That would simply
6 justify the status quo. Rather, these metrics are designed to challenge company
7 employees to stretch their performance toward excellence. Indeed, AUF’s
8 operations are guided by self-imposed, challenging targets that take into account
9 that, while 100 percent perfection is not always achievable or cost effective,
10 AUF’s customers expect 100 percent reliability. To be clear, AUF strives to
11 provide 100 percent reliable customer service in all service categories. However,
12 as with any water, gas, electric or telecommunications utility, 100 percent
13 perfection is not always attainable. To penalize AUF, as Ms. Vandiver suggests,
14 for falling just short of self-imposed, stretch goals would send a very negative
15 message. Indeed, water and wastewater utilities would be discouraged from
16 proactively adopting performance metrics that go beyond the minimum required
17 in the rules.

18

19 Ms. Vandiver’s criticism of AUF’s target for Percentage of Active Accounts Not
20 Billed is especially unfounded. As explained on pages 12 and 13 of AUF’s
21 Quality of Service Report (Exhibit SC-3), the fact that AUF was slightly outside
22 its target for Percentage of Active Accounts Not Billed for July, September,
23 October, and November of 2010 is not indicative of a problem. Instead, this is an
24 expected result for these months when there are higher volumes of “move ins” by

1 seasonal customers. When a seasonal customer moves back in, the report will
2 reflect that the last time the account was billed was when the customer moved out
3 several months prior. The extended period of time between bills is to be expected
4 under this scenario. Ms. Vandiver overlooks this fact and distorts the data in the
5 Florida Score Card.

6 **COMMISSION COMPLAINTS**

7 **Q. Mr. Poucher and Ms. Vandiver discuss customer complaints filed with the**
8 **Commission regarding AUF. Do you have any concerns with respect to that**
9 **portion of their testimony?**

10 A. Yes, their testimony is incomplete and one-sided. For example, Mr. Poucher
11 completely ignores the fact that the volume of the complaints filed against AUF
12 has fallen dramatically since the last rate case. In 2007, 186 complaints were
13 filed with the Commission regarding AUF. In 2010, that number dropped to 142,
14 a reduction of approximately 24 percent. In my opinion, that is a significant
15 reduction. Mr. Poucher's complete failure to even mention that a reduction
16 occurred reveals a fundamental bias in his analysis. I would also note that in the
17 midst of this rate case—from 2009 to 2010—there was a 19 percent decrease in
18 the number of complaints. Mr. Poucher ignores this undisputed fact as well.

19
20 **Q. Ms. Vandiver testified that she would have expected that the volume of**
21 **complaints from 2009 to 2010 would have decreased by more than 19**
22 **percent. Do you agree?**

23 A. No. Based on my experience, customer complaint volumes typically increase
24 during the course of a contested rate case proceeding. As Mr. Stan Szczygiel has

1 explained in his rebuttal testimony, there has been a well-orchestrated effort by
2 OPC, YES, Pasco County, and other non-party special interest groups to
3 encourage customers to complain against AUF in hopes that the sheer volume of
4 complaints would persuade the Commission to deny the requested rate increase.
5 However, despite those organized efforts to inflate the number complaints in this
6 case, the actual number of complaints has dropped in the midst of the rate case by
7 more than 19 percent. I believe that OPC's failure to acknowledge such a
8 significant drop in complaints underscores the bias of its analysis.

9
10 I also want to point out that Mr. Poucher and Ms. Vandiver fail to acknowledge
11 that complaints filed with the Commission have been processed by AUF in a
12 professional and timely manner in accordance with the Commission's rules.

13
14 **Q. Do you have other observations with respect to OPC's complaint-related**
15 **arguments?**

16 A. Yes. I believe it is revealing that OPC has abandoned many of the complaint-
17 related arguments that it raised in the last rate case. For example, in the last case,
18 Ms. Dismukes claimed that approximately 44 percent of AUF complaints filed in
19 2007 involved apparent violations of Commission rules. However, in this case,
20 Ms. Dismukes drops this argument altogether. The reason for this radical change
21 in tactics becomes clear when one reads the testimony filed in this case by
22 Commission witness Rhonda Hicks. Ms. Hicks testifies that from January 1,
23 2009 through September 30, 2011, only 11 percent of the AUF complaints
24 involved apparent violations of rules. When asked whether AUF received a

1 significant number of apparent rule violations, Ms. Hicks unequivocally answered
2 “no.”

3

4 **Q. Do you agree with Mr. Poucher’s analysis of complaints filed with the**
5 **Commission against AUF?**

6 A. No, I do not. Faced with the fact that AUF’s complaint volumes have dropped
7 dramatically since the last rate case, Mr. Poucher engages in a novel exercise of
8 “second guessing” the Commission’s and Staff’s handling of complaints filed
9 against AUF. Mr. Poucher essentially takes it upon himself to “re-evaluate” the
10 Commission Staff’s handling of the complaints, and then subjectively pronounces
11 who he thinks is to blame for the complaint. Mr. Poucher’s so-called “analysis” is
12 one-sided and fundamentally biased.

13

14 **Q. Mr. Poucher seems to suggest that AUF does not have a process in place to**
15 **monitor Commission complaints. Is that correct?**

16 A. No. The Company has a process in place to enable it to (i) promptly and
17 effectively respond to customer concerns, and (ii) identify customer issue trends
18 so that the Company can implement proactive measures to ensure quality of
19 service.

20

21 **Q. Has the Company identified any trends from the Commission complaint file?**

22 A. Yes. First, as I mentioned, the number of complaints has fallen significantly since
23 AUF’s last rate case. Second, many of the complaints that have been filed
24 involved customer concerns about the level of water and wastewater rates, which

1 is to be expected in a rate case where interim rate increases have already been
2 placed into effect. Third, as shown in Exhibits SC-4 and SC-5 to my direct
3 testimony, the number of high bill complaints has been trending downward since
4 2009. I would also point out that where the Company has identified apparent rule
5 violations or areas of improvement, it has moved promptly to correct those issues
6 through its Complaint Analysis and Remediation Team (“CART”).

7
8 **Q. Do you have any other concerns with respect to Mr. Poucher’s testimony**
9 **concerning customer complaints?**

10 A. Yes. Mr. Poucher’s testimony is seriously flawed because he erroneously
11 assumes that any call coming into AUF’s call center is a customer complaint.
12 Sound recordings of calls into the call centers during May 2009 through October
13 2009, and data provided in the monthly Management Quality Performance
14 Reports filed from May 2010 through December 2010, clearly show that the vast
15 majority of calls into the AUF call centers are not complaints. Instead, those calls
16 involve routine, day-to-day issues such as move-in/move-out requests, payment
17 questions, requests to pay over the phone, and requests to verify account balances.

18
19 I am also perplexed by Mr. Poucher’s refusal to acknowledge the data in the
20 Management Quality Performance Report. OPC expressly agreed that the Phase
21 II Monitoring Plan should include that specific report. Moreover, Mr. Poucher
22 seems to have forgotten that the Management Quality Performance Report “tracks
23 on a monthly basis the reasons for customer calls” to the call centers. *See Order*

1 No. PSC-10-0297-PAA-WS (Order Approving the Phase II Monitoring Plan)
2 (emphasis added).

3

4 **Q. Has Mr. Poucher ever visited AUF's call center to witness first hand the**
5 **types of calls coming into the call center?**

6 A. No. It is my understanding that, despite several invitations from AUF, Mr.
7 Poucher has never visited an AUF call center.

8

9 **Q. Didn't the Phase II Monitoring Plan, which the Commission approved,**
10 **expressly provide for an OPC representative to visit an AUF call center and**
11 **witness first hand the call center operations?**

12 A. Yes, it did. As reflected in Order No. PSC-10-0297-PAA-WS, Paragraph 5 of the
13 Quality of Service Monitoring Plan provided as follows:

14 In order to better appraise the OPC of Aqua's commitment to
15 quality of service, during the Phase II Monitoring, Aqua will
16 provide for an OPC representative to visit one of its call centers
17 and tour the facility.
18

19 **BILLING AND COLLECTION PRACTICES**

20 **Q. Mr. Poucher and Ms. Dismukes argue that "backbilling" is a problem for**
21 **AUF. Do you agree?**

22 A. No. First, Mr. Poucher and Ms. Dismukes would have the Commission believe
23 that "backbilling" is improper, or is somehow only limited to AUF. That simply
24 is not the case. The Commission and Florida's courts have expressly recognized
25 that all utilities have a right and an obligation to "backbill" customers for services
26 that were rendered but were undercharged or not billed. Although I am not an

1 attorney, I believe that the rationale for backbilling was captured by the court in
2 *Corporation de Gestion Ste-Foy, Inc. v. Fla. Power & Light*, 385 So. 2d 124 (Fla.
3 3d DCA 1980). There, the court found that a public utility “is not only permitted
4 but is required to collect undercharges from established rates, whether they result
5 from its own negligence, or even from a specific contractual undertaking to
6 charge a lower amount.” *Id.* at 126 (emphasis added). The court explained that it
7 would be improper for a utility to give preferential treatment or to charge one
8 customer less than another customer for the same service. *Id.* The Florida
9 Supreme Court later endorsed this principle when it expressly upheld the right of
10 a water utility to backbill for water undercharges. *Jacksonville Elec. Auth. v.*
11 *Draper’s Egg & Poultry Co.*, 557 So. 2d 1357 (Fla. 1990).

12
13 In similar fashion, the Commission has expressly recognized the right of a water
14 and wastewater utility to backbill customers pursuant to Florida Administrative
15 Code Rule 25-30.350. *See, e.g., In Re: Complaint and Petition of Cynwyd Invs.*
16 *Against Tamiami Vill. Util., Inc.*, Docket No. 920649-WS, Order No. PSC-94-
17 0210-FOF-WS (Feb. 21, 1994); *In Re: Request for Exemption from Fla. Pub.*
18 *Serv. Comm’n Reg. for Provision of Water Serv. in Putnam County by Paradise*
19 *View Estates*, Docket No. 940194-WU, Order No. PSC-94-0501-FOF-WU (Apr.
20 27, 1994). Furthermore, the Commission has explained the reason why a utility is
21 entitled to backbill: “regardless of whether the utility was aware of the connection
22 or not, the customer has received service for which it has not paid.” *In Re:*
23 *Complaint and Petition of Cynwyd Invs.*, Order No. PSC-94-0210-FOF-WS. More
24 recently, the Commission has expressly acknowledged that Verizon Florida and

1 Bright House Networks agreed that “back-billing is a fact of life in the
2 telecommunications industry.” *In re: Petition for arbitration of certain terms and*
3 *conditions of an interconnection agreement with Verizon Florida, LLC by Bright*
4 *House Networks Information Services (Florida), LLC*, Docket No. 090501-TP,
5 Order No. PSC-10-0711-FOF-TP, at 6 (Dec. 3, 2010).

6
7 The Commission’s rules also expressly recognize that water, wastewater, electric
8 and gas utilities can, and do, “backbill” their customers. For example, Rule 25-
9 30.350, which authorizes a water and wastewater utility to “backbill” customers,
10 is virtually identical to the Commission’s rules that authorize “backbilling” by
11 electric utilities (Rule 25-6.106) and natural gas utilities (Rule 25-7.0851).

12
13 **Q. Is there a specific statutory or regulatory definition of “backbilling” in**
14 **Florida?**

15 A. No.

16
17 **Q. Do Mr. Poucher and Ms. Dismukes attempt to define “backbilling” for**
18 **purposes of their testimony?**

19 A. No, they do not, which puts me in a challenging position of having to respond to
20 an alleged “problem” that is not defined. Nevertheless, to address their testimony,
21 I will use the term “backbilling” in the context of compliance with the
22 Commission “backbilling” rule, which provides:

23 A utility may not backbill customers for any period greater
24 than 12 months for any undercharge in billing which is the
25 result of the utility’s mistake. The utility shall allow the
26 customer to pay for the unbilled service over the same time

1 period as the time period during which the underbilling
2 occurred or some other mutually agreeable time period.
3 The utility shall not recover in a ratemaking proceeding,
4 any lost revenues which inure to the utility's detriment on
5 account of this provision.
6

7 Rule 25-30.350, F.A.C. (Emphasis added.) In other words, I use the term
8 "backbilling" to refer to those instances where a customer is billed for services
9 that were previously received but not fully paid for due to a mistake by AUF.

10 **Q. Mr. Poucher claims that "backbilling" by AUF has risen to some**
11 **unacceptable level. Do you agree?**

12 A. Absolutely not. To be clear at the outset, there is no numerical threshold for
13 "backbilling" in Florida, or in any other state where Aqua subsidiaries operate.
14 Furthermore, there is absolutely no factual support for Mr. Poucher's suggestion
15 that the volume of "backbilling" on AUF's system is unacceptable. In fact, for
16 the period January 2009 through March 2011 (which includes the test year),
17 AUF's records show that the Company issued approximately 625,000 bills, of
18 which approximately 0.07% could be considered a "backbill" as contemplated by
19 the Commission's rules. Clearly, "backbilling" on AUF's system is minimal
20 compared to the total bills issued by AUF.

21
22 **Q. What would cause a utility to bill a customer for an undercharge?**

23 A. An undercharge can result from a variety of different factors outside of the
24 utility's control, such as where meter equipment is vandalized or damaged by
25 weather events or construction activities by third-parties, or where there are
26 repeated move-ins/move-outs at a particular location. An undercharge can also
27 occur due to mistakes by the utility.

1 **Q. Please explain how damaged meter equipment can result in an undercharge.**

2 A. When the electronic radio transmitter (“ERT”) component of a radio frequency
3 (“RF”) meter is damaged (*e.g.*, by a weather event or vandalism), the meter reads
4 are still captured by the meter but are not transmitted to the Company’s billing
5 system. Consequently, the customer will be billed only for the relevant base
6 facility charge. When the information transmitted reflects that there is no usage or
7 consumption at the property, this “zero consumption” issue is detected and the
8 ERT is repaired. Then, AUF’s billing system will retrieve the actual read for the
9 consumption and charge the customer for the appropriate usage charges in
10 accordance with the Commission’s requirements. As I will discuss later, AUF has
11 taken proactive steps to address this “zero consumption” issue.

12
13 **Q. Please explain how repeated move-ins/move-outs can result in an**
14 **undercharge.**

15 A. When customers repeatedly move-in and move-out of a premises, it makes it
16 increasingly difficult for a utility’s billing system to formally recognize that a
17 person is a customer of record. In many cases this can result in a person actually
18 receiving utility services prior to becoming a customer of record, which will delay
19 the issuance of bills. Once the utility determines that the person is a customer of
20 record, the utility is then obligated to bill for services rendered to, but not paid for,
21 by the customer.

22
23 In AUF’s billing system, there is an automated process in place to identify
24 accounts where service is being used but there is no current customer of record. If

1 AUF detects that there is consumption on a meter at a property where there is no
2 active customer of record, a letter is sent to the property notifying the occupant at
3 that location of the need to apply for AUF service. When the occupant contacts
4 AUF and confirms the move-in date at the property, a bill will be issued for the
5 service used but not previously billed.

6

7 **Q. What is AUF's protocol for "backbilling" a customer?**

8 A. AUF's protocols for "backbilling" customers are expressly set forth in Sections
9 23, 24 and 30 of its Tariff, which the Commission has approved. If an
10 undercharge is detected, AUF's policy is to bill the customer for the services
11 provided over the period that the customer was undercharged, but not longer than
12 12 months of service. The new bill should spread the total usage over the period
13 of months that the customer was undercharged based on the appropriate rate tier.
14 Furthermore, AUF's policy is to allow the customer to pay the bill over the same
15 time period in which the underbilling occurred or over some other mutually
16 agreeable time.

17

18 **Q. Does the Commission's "backbilling" rule allow AUF to "backbill" a**
19 **customer for more than 12 months?**

20 A. Yes. The Commission's rule only restricts backbilling to a retrospective 12
21 month period in those instances where the undercharge "is the result of the
22 utility's mistake." In instances where the undercharge is not due to the utility's
23 mistake, a utility in Florida can backbill for more than 12 months of service.
24 However, I want to make AUF's policy clear: regardless of whether the

1 undercharge was the result of AUF's mistake or was caused by some other factor
2 not attributable to AUF, AUF's policy is to backbill for no longer than 12 months
3 of service.
4

5 **Q. What steps has AUF taken to minimize the need to "backbill"?**

6 A. As I have stated, "backbilling" is an expected occurrence in the utility industry.
7 That being said, the Company has implemented a number of proactive measures
8 specifically designed to minimize "backbilling." As I mentioned, a "zero
9 consumption" reading on a meter is often symptomatic of an undercharge which
10 could result in a "backbill". However, in Florida, a utility cannot assume that a
11 "zero consumption" meter read necessarily means that a customer has been
12 undercharged. That is because many of the residents in Florida are seasonal and,
13 for those types of customers, a "zero consumption" read for consecutive months is
14 correct. The prevalence of seasonal customers has presented challenges in
15 monitoring "zero consumption" in Florida. To address these challenges, AUF has
16 implemented procedures to better distinguish "seasonal" zero consumption reads
17 from zero consumption reads resulting from damaged ERT or meter issues.
18

19 **Q. What system is in place to ensure that bills are issued in accordance with the**
20 **Company's normal billing cycles?**

21 A. AUF's policy is to render bills at regular intervals for service provided over a
22 typical monthly billing period, which the Company defines as 26 to 35 days. AUF
23 has a set number of meter reading cycles per month. After the meters are read,
24 the readings are uploaded into the Company's billing system and the Company

1 checks the days of service for that cycle. If a material number of accounts in that
2 cycle exceed 35 days of service, those accounts are investigated and, if necessary,
3 are estimated. There will, however, be isolated incidents where a bill will have
4 days of service in excess of 35 days. For example, there is the potential for a
5 long-period bill to issue when a customer moves into to a premise and begins to
6 use water and wastewater services without immediately notifying the Company.

7
8 **Q. In those isolated incidents, what procedures are in place to ensure that a**
9 **customer is not “backbilled” for more than 12 months of service as required**
10 **by Commission rule?**

11 A. In those isolated incidents, the employee who creates the long-period bill is
12 trained not to release the bill until he or she has calculated and applied the
13 appropriate adjustment, so that the customer is not billed for more than 12 months
14 of service. It is important to note that, when a customer is undercharged, the
15 Company must first compute the bill from the last actual meter reading to the
16 current actual meter reading. In some cases, the last actual meter reading
17 occurred more than 12 months prior. As a result, the bill first must be calculated
18 to show the consumption between the two meter readings. If the meter readings
19 are more than 12 months apart, the amount of consumption beyond 12 months is
20 computed and a credit for that amount appears on the bill. Therefore, the days of
21 service that appear on the revised bill may show the billing period as longer than
22 12 months, but a corresponding credit also appears on the bill to account for any
23 days over 12 months.

24

1 Under AUF's policy, only three groups within the Company can issue a
2 "backbill" to a customer who was undercharged for service: (i) the MIOT group,
3 which is responsible for processing move-in and move-out requests, (ii)
4 designated "specialists" in the billing department, and (iii) a limited number of
5 designated Florida customer service representatives. The employees in each
6 group are trained to review and issue bills only after applying the appropriate
7 adjustment for any consumption outside the 12 month "backbilling" limitation.
8

9 **Q. Are you suggesting that AUF never makes errors when it bills a customer for**
10 **an undercharge?**

11 A. Of course not. It would be disingenuous for anyone to suggest that when a
12 company "backbills" there will not be human error. As Mr. Poucher's testimony
13 suggests, there are rare instances where human errors occur when "backbills" are
14 created. In those isolated instances, AUF has moved promptly to correct the error
15 and address the customer's concerns.
16

17 Mr. Poucher's testimony lists twenty-five customers who he claims were
18 backbilled improperly. I respectfully disagree and take issue with Mr. Poucher's
19 assumption that a company's efforts to bill a customer for an undercharge is
20 improper. As I have explained, that assumption is simply incorrect. Mr. Poucher's
21 testimony also ignores the root causes of the undercharge. Twenty-one of the
22 instances cited by Mr. Poucher were due to a malfunctioning ERT or broken
23 meter. In addition, not every bill Mr. Poucher lists was cited by Commission
24 Staff as an "apparent violation" of the "backbilling" rule. In fact, only six of the

1 twenty-five instances cited by Mr. Poucher were noted by Staff as a potential rule
2 violation.

3

4 **Q. Does Mr. Poucher's testimony show that AUF has difficulty in complying**
5 **with the Commission's backbilling rule?**

6 A. Absolutely not. From January 2010 through July 2011, AUF has issued
7 approximately 313,445 bills to customers in its Commission-regulated systems.
8 During that same period, Mr. Poucher lists twenty-five of those customer bills and
9 attempts to argue that those bills show a systemic problem. As I have previously
10 stated, I respectfully disagree with Mr. Poucher's claim that AUF has violated the
11 Commission's backbill rule twenty-five times. But assuming for sake of argument
12 that Mr. Poucher is correct, that does not reflect a pattern of non-compliance,
13 particularly in comparison to the number of bills AUF has issued.

14

15 **Q. Do you have other concerns with respect to Mr. Poucher's testimony on**
16 **"backbilling"?**

17 A. I disagree with Mr. Poucher's claim that AUF only makes an adjustment to a
18 "backbill" after it receives a customer complaint concerning backbilling. That
19 allegation is absolutely false and wholly unsupported. As I stated earlier, AUF
20 has specific measures to ensure continued compliance with the Commission's rule
21 on backbilling. As I mentioned, there will be occasions where, due to human
22 error, a bill may need further adjustment. On those rare occasions, AUF is
23 dedicated to resolving the customer's concerns as promptly as possible.

24

1 **Q. Mr. Poucher claims that AUF's responses to OPC's discovery regarding**
2 **"backbilling" are inadequate. Do you agree?**

3 A. No. AUF made a concerted and good faith effort to respond to OPC's discovery.
4 To respond to OPC's discovery, AUF used the term "backbilling" the same way
5 that I have used the term in my rebuttal testimony. In other words, AUF
6 attempted in good faith to identify those instances where a customer was billed
7 for services that were rendered but not fully paid for due to a mistake by AUF.

8

9 **Q. YES witness Kimberly Kurz criticizes AUF's billing practices in her**
10 **testimony. Are her criticisms fair?**

11 A. No. Ms. Kurz engages in the same "cherry picking" approach adopted by Mr.
12 Poucher. Since its last rate case, AUF has issued over 12,300 bills to customers in
13 Arredondo Farms. Ms. Kurz lists thirteen of those customer bills and attempts to
14 argue that those bills show systemic billing problems. As I have previously
15 stated, in the utility business, billing issues sometimes occur where there is
16 damage to an ERT or a meter, where customers repeatedly move in and out of the
17 billing system, or where the customer repeatedly changes his or her billing
18 address. Of those thirteen customer bills listed by Ms. Kurz, four involved
19 backbills due to a damaged ERT or a replaced meter; two involved bills for
20 undercharges for wastewater service; and one involved a backbill due to repeated
21 changes in the customer's billing address. The remaining six involved billing and
22 collection questions. Each of these thirteen customer billing scenarios is
23 explained in Exhibit SC-2 to my direct testimony. That exhibit also demonstrates

1 that AUF has made a prompt and concerted effort to address each of these
2 customer's concerns.

3

4 I would also note that AUF continues to work proactively with Ms. Kurz to
5 address her concerns.

6

7 **Q. Have you analyzed the allegations of "high bills" in the Arredondo Farms**
8 **area?**

9 A. Yes. Based on our analysis, including evaluations performed by field technicians,
10 the high bills at Arredondo Farms appear to stem from high usage. Our
11 conclusions with respect to the cause of the high bills were confirmed during the
12 Gainesville Customer Service Hearing, when the maintenance supervisor for YES
13 stated that many of the residents at the Arredondo Farms trailer park had
14 significant leaks within their homes.

15

16 **Q. Mr. Poucher claims that one of the reasons that AUF customers have high**
17 **bills is what he deems to be the "steep inclining rate structure that puts a**
18 **customer in severe jeopardy when there is an event that actually causes**
19 **increased usage." Do you agree with Mr. Poucher's assessment?**

20 A. In part. The incline conservation block rate structure that the Commission
21 established in the last rate case does cause usage rates to increase substantially if
22 usage exceeds thresholds of 6,000 and 12,000 gallons per month.

23

1 **Q. Did AUF advocate this three-tiered inclined block rate structure in the last**
2 **rate case?**

3 A. No. It is my understanding that this rate structure was imposed by the
4 Commission pursuant to direction from the relevant Florida water management
5 districts.

6

7 **Q. Did OPC oppose the inclined block rate structure in the last rate case?**

8 A. No, it did not. OPC expressly took no position on that issue.

9

10 **Q. Mr. Poucher claims that AUF has no meaningful plan or procedure in place**
11 **to address high bill issues. Do you agree with that assessment?**

12 A. No. AUF has implemented a number of initiatives to address high bill issues.

13

14 First, every residential bill contains a bar graph which provides customers with an
15 easily-understood picture that compares usage from month-to-month.

16

17 Second, if a customer's monthly usage exceeds 2.5 times the average usage, the
18 customer will receive a narrative "high bill alert" on the face of bill, which directs
19 the customer to visit Aqua's website for information on identifying possible leaks
20 or other anomalies that could be causing a bill that is higher than normal. The bill
21 also provides the customer with a phone number to reach the Company. If a
22 customer contacts the call center, AUF's customer service representatives are
23 trained to proceed with a thorough diagnostic telephone interview designed to
24 determine the root cause of the high bill.

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Third, if it is determined that the customer has a leak which is causing the high bill, AUF's policy is to offer the customer a leak adjustment credit. As noted by Commission Staff:

This is a positive result for customers. It has been a long standing practice in the water and wastewater industry that maintenance problems occurring on the customer's side of the meter, such as leaks are the customer's responsibility to repair and that the customer is responsible for all water used, even that resulting from a leak. However, AUF has implemented a leak adjustment policy to assist customers that experience high bills due to leaks on their property.

See Order No. PSC-11-0256-PAA-WS, Attachment 2, at 19 (June 13, 2011) ("PAA Order").

Fourth, in May 2009, AUF implemented a pool credit policy to ensure that customers with pools do not experience unnecessarily high wastewater bills. The Commission recognized the benefits of this pool credit policy on page 21 of the PAA Order:

Several customers with pools expressed concern that their bills for wastewater service were based on water usage during those months on a significant portion of their water usage was due to filling their pools. While residential wastewater bills are based on water usage, there is a 6,000-gallon cap on the amount of water used to calculate the wastewater bills for all rate bands. However, for customers whose typical monthly water usage is below the cap, their water usage exceeds the cap in those months when their pools are filled. AUF implemented a pool credit policy in May 2009, which allows the Utility's customers to receive a credit on their wastewater bill for the water used to fill the customers' pools. The credit is based on the difference in their typical monthly water usage and the cap used to calculate the wastewater bill.

1 **Q. Mr. Poucher suggests that the Commission should use a report by the City of**
2 **Atlanta as a model for AUF to evaluate billing and meter issues. Would you**
3 **like to respond to that suggestion?**

4 A. Yes. AUF is well aware of the report. Although the report addresses issues that
5 are specific to the City of Atlanta, it should be noted that AUF has already
6 proactively implemented a significant number of measures and processes that the
7 report recommends to the City of Atlanta. For example, AUF already has lap top
8 computers in all of its field service vehicles, which allow service orders to be
9 automatically dispatched and completed in priority order. AUF also has fully
10 implemented an automatic meter reading system. Furthermore, AUF already uses
11 operational reports to identify and reduce estimated bills.

12 **CUSTOMER SERVICE ISSUES IN OTHER AQUA STATES**

13 **Q. Mr. Poucher and Ms. Dismukes both suggest that there has been a pattern of**
14 **customer service problems in other states where Aqua affiliates operate. Do**
15 **you agree?**

16 A. No, I do not. Ms. Dismukes cites to other dockets in an attempt to support her
17 argument that the Company has a pattern of customer service problems. With all
18 due respect, Ms. Dismukes is wrong. Simply cutting and pasting customer
19 complaint summaries from other jurisdictions does not show a pattern of customer
20 service problems. Moreover, in all of the dockets cited by Ms. Dismukes, the
21 respective Commissions awarded the Company a rate increase without any need
22 for a customer service monitoring program.

23
24

1 Q. Does this conclude your rebuttal testimony?

2 A. Yes.

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COMMISSION
CLERK

D. Bruce May, Jr.
850 425 5607
bruce.may@hklaw.com

July 12, 2010

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

Re: *In Re: Application for increase in water and wastewater rates in Alachua, Brevard, DeSoto, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by Aqua Utilities Florida, Inc., Docket No. 080121-WS - Phase II Monitoring Report*

Dear Ms. Cole :

In accordance with Order No. PSC-10-0297-PAA-WS in Docket No. 080121-WS, enclosed are the original and fifteen (15) of the following reports relative to the Aqua Utilities Florida, Inc. ("AUF") Phase II Monitoring Plan for the month of May, 2010:

1. Management Quality Performance Report;
2. Florida Complaint Support Information Report;
3. Florida Score Card;
4. Call Center Monitoring Statistics (Historical Data) Report;
5. Call Center Monitoring Statistics - May 2010;
6. Call Quality Report;
7. Estimated Read Report; and,

COM _____
 APA _____
 ECR 13
 GCL 2
 RAD _____
 SSC _____
 ADM _____
 OPC _____
 CLK _____

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Ann Cole
July 12, 2010
Page 2

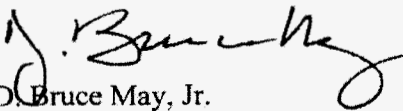
8. Aged Service Orders Report.

Also enclosed are the original and fifteen (15) copies of AUF's Quarterly Environmental Update dated July 2010.

Please acknowledge receipt of this filing by stamping the extra copy of this letter "filed" and returning the copy to me. Thank you for your assistance.

Sincerely,

HOLLAND & KNIGHT LLP


D. Bruce May, Jr.

DBM:kjg
Enclosure

cc: Ralph Jaeger, Esq.
Caroline Klancke, Esq.
Erik Sayler, Esq.
Earl Poucher
Charles Beck, Esq.
Cecilia Bradley, Esq.
Kimberly A. Joyce, Esq.
Troy Rendell

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Aqua Utilities Florida Inc.

Docket No. 080121-WS

Florida Public Service Commission

Phase II Monitoring

Management Quality Performance Report

May 2010

DOCUMENT NUMBER DATE

05716 JUL 12 2010

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QUALITY PERFORMANCE REPORT

Florida Customers

May-10			
	Percent	Total Calls	
1	Move In or Move Out	20%	1,004
2	Pay by Phone - Speedpay	13%	647
3	Verify Account Balance	9%	457
4	Customer Account Changes	9%	439
5	No Water	5%	232
6	Payment Arrangement	5%	231
7	Explain Bill	5%	228
8	Shut-Off Notice	4%	219
9	Payment Confirmation Number	4%	179
10	Restore Service	3%	170
11	High Bill Complaint	3%	139
12	Verify Receipt of Payment	2%	118
13	Turn On or Turn Off Service	2%	101
14	Low Pressure	2%	91
15	Service Line Leak	1%	75
16	Leak Adjustment	1%	72
17	Dispute Bill	1%	67
18	Boil Water Notice	1%	51
19	Meter Problem	1%	50
20	Zip Check Sign up	1%	43
	All Other Calls	9%	438
Total calls		100%	5,051

Aqua Utilities Florida Inc.
Docket No. 080121-WS
Florida Public Service Commission
Phase II Monitoring

Florida Complaint Support Information Report
May 2010

DOCUMENT NUMBER DATE
05716 JUL 12 2010
FPSC-COMMISSION CLERK

Florida Customer Contacts May 2010

System	CITY	CCS Reason	Total
48 ESTATES	LEESBURG	COLLECTION	1
		NO WATER	16
		OTHER WT Q	6
		PRESSURE	1
		LEESBURG Total	24
48 ESTATES Total			24
ARREDONDO ESTATES	GAINESVILLE	COLLECTION	1
		HIGH BILL	1
		LEAK ADJ	2
		NO WATER	3
		GAINESVILLE Total	7
ARREDONDO ESTATES Total			7
ARREDONDO FARMS	GAINESVILLE	BILL DISP	2
		COLLECTION	1
		COLOR	3
		EST BILL	1
		FINAL BILL	1
		LEAK ADJ	1
		METER PROB	2
		MISAP PYMT	2
		NO WATER	6
		SERV LEAK	3
		SEWER	4
		GAINESVILLE Total	26
		ARREDONDO FARMS Total	
BEECHERS POINT	WELAKA	NO WATER	1
		OTHER WT_Q	1
		WELAKA Total	2
BEECHERS POINT Total			2
BREEZE HILL	LAKE WALES	EST BILL	1
		NO BILL	1
		LAKE WALES Total	2
BREEZE HILL Total			2
CARLTON VILLAGE	LADY LAKE	HIGH BILL	2
		NO BILL	1
		LADY LAKE Total	3
CARLTON VILLAGE Total			3

System	CITY	CCS Reason	Total
CHULUOTA	CHULUOTA	BILL_DISP	1
		CLAIMS	1
		CURBBOX_M	1
		EST_BILL	1
		HIGH_BILL	4
		LEAK_ADJ	2
		MAIN_BRK	2
		METER_PROB	1
		NO_BILL	1
		OTHER_WT_Q	1
		SERV_LEAK	3
		SEWER	1
		TASTE_ODOR	11
		CHULUOTA Total	
	LONGWOOD	SERV_LEAK	1
LONGWOOD Total			1
	OVIEDO	CLAIMS	2
		HIGH_BILL	1
		METER_PROB	1
		MISAP_PYMT	1
		SEWER	1
		TASTE_ODOR	2
OVIEDO Total			8
CHULUOTA Total			39
EAST LAKE HARRIS ESTATES	ASTATULA	HIGH_BILL	1
		OTHER_WT_Q	1
		TASTE_ODOR	1
ASTATULA Total			3
EAST LAKE HARRIS ESTATES Total			3
FAIRWAYS @ MT. PLYMOUTH	SORRENTO	BILL_DISP	1
		HIGH_BILL	2
		LEAK_ADJ	2
		NO_WATER	6
		SERV_LEAK	2
		TASTE_ODOR	3
		ZERO_USE	2
		SORRENTO Total	
FAIRWAYS @ MT. PLYMOUTH Total			18
FERN TERRACE	LEESBURG	LEAK_ADJ	2
		METER_PROB	2
LEESBURG Total			4
FERN TERRACE Total			4
FRIENDLY CENTER	ASTATULA	HIGH_BILL	1
		ASTATULA Total	
FRIENDLY CENTER Total			1
GIBSONIA ESTATES	LAKELAND	BILL_DISP	3
		CURBBOX_M	1
		HIGH_BILL	2
		LEAK_ADJ	3
		SERV_LEAK	2
		LAKELAND Total	
GIBSONIA ESTATES Total			11
GRAND TERRACE	GRAND ISLAND	NO_WATER	2
		PRESSURE	6
GRAND ISLAND Total			8
GRAND TERRACE Total			8

System	CITY	CCS Reason	Total
HAINES CREEK	LEESBURG	BILL DISP	1
		HIGH BILL	1
	LEESBURG Total		2
HAINES CREEK Total			2
HARMONY HOMES	ALTAMONTE SPRINGS	BILL_DISP	1
	ALTAMONTE SPRINGS Total		1
HARMONY HOMES Total			1
HERMITS COVE	SATSUMA	BILL DISP	1
		DUPL BILL	2
		HIGH BILL	1
		LEAK ADJ	1
		ZIPCK PROB	1
SATSUMA Total		6	
HERMITS COVE Total			6
HOBBY HILLS	LADY LAKE	LEAK ADJ	2
		METER_PROB	1
	LADY LAKE Total		3
HOBBY HILLS Total			3
IMPERIAL	TAVARES	BILL DISP	1
		HIGH BILL	1
		NO WATER	1
		PRESSURE	1
		RATES	1
TAVARES Total		5	
IMPERIAL Total			5
INTERLACHEN PARK	INTERLACHEN	BILL DISP	2
		CLAIMS	1
		HIGH BILL	1
		LEAK ADJ	1
		NO WATER	3
		OTHER WT Q	4
		PRESSURE	5
		SERV LEAK	1
INTERLACHEN Total		18	
INTERLACHEN PARK Total			18
JASMINE LAKES	PORT RICHEY	BILL DISP	3
		COLLECTION	1
		COLOR	10
		CURBBOX M	3
		EST BILL	1
		FINAL BILL	1
		HIGH BILL	6
		LEAK ADJ	3
		LOST PYMT	1
		MAIN BRK	1
		METER PROB	1
		MISAP PYMT	1
		NO BILL	2
		NO WATER	7
		OTHER WT Q	1
		RATES	2
		SERV LEAK	5
		SEWER	5
		PORT RICHEY Total	
JASMINE LAKES Total			54

System	CITY	CCS Reason	Total
JUNGLE DEN	ASTOR	BILL_DISP	1
		LOST_PYMT	1
		NO BILL	1
		SEWER	1
		ASTOR Total	4
JUNGLE DEN Total			4
KINGS COVE	FRUITLAND PARK	HIGH_BILL	1
	FRUITLAND PARK Total	1	
KINGS COVE Total			1
KINGSWOOD	MIMS	METER_PROB	1
		SERV_LEAK	1
		MIMS Total	2
KINGSWOOD Total			2
LAKE GIBSON ESTATES	LAKELAND	BILL_CRCTN	2
		BILL_DISP	2
		COLLECTION	1
		CURBBOX_M	1
		DUPL_BILL	2
		HIGH_BILL	1
		LEAK_ADJ	2
		METER_EXCH	1
		METER_PROB	6
		MISAP_PYMT	1
		NO BILL	3
		NO WATER	5
		OTHER_WT_Q	1
		SUPV_CALLB	1
		ZERO_USE	1
LAKELAND Total			30
LAKE GIBSON ESTATES Total			30
LAKE JOSEPHINE	SEBRING	CURBBOX_M	1
		HIGH_BILL	3
		MAIN_BRK	1
		NO BILL	1
		NO WATER	2
		SERV_LEAK	5
		TASTE_ODOR	4
		SEBRING Total	17
LAKE JOSEPHINE Total			17
LAKE OSBORNE EST	LAKE WORTH	BILL_DISP	2
		EST_BILL	1
		HIGH_BILL	4
		LEAK_ADJ	4
		METER_PROB	1
		PRESSURE	1
		SERV_LEAK	2
LAKE WORTH Total			15
LAKE OSBORNE EST Total			15
LAKE SUZY	LAKE SUZY	BILL_CRCTN	1
		COLOR	1
		CURBBOX_M	3
		DUPL_BILL	1
		FINAL_BILL	1
		HIGH_BILL	7
		MISAP_PYMT	3
		NO WATER	1
		SERV_LEAK	1
		SEWER	3
LAKE SUZY Total			22
LAKE SUZY Total			22

System	CITY	CCS Reason	Total	
LEISURE LAKES	LAKE PLACID	BILL_DISP	4	
		HIGH BILL	1	
		METER_PROB	1	
		NO BILL	1	
		NO WATER	1	
		RATES	1	
		SERV_LEAK	1	
		TASTE_ODOR	1	
LAKE PLACID Total			11	
LEISURE LAKES Total			11	
OAKWOOD	MIMS	DUPL BILL	1	
		HIGH BILL	1	
		LEAK_ADJ	1	
		NO WATER	3	
		PRESSURE	1	
MIMS Total			7	
OAKWOOD Total			7	
OCALA OAKS	BELLEVIEW	BILL_DISP	1	
		COLLECTION	1	
		FINAL BILL	1	
		HIGH BILL	1	
		MISAP PYMT	1	
		PRESSURE	6	
	BELLEVIEW Total			11
	OCALA		BILL_DISP	6
			COLLECTION	1
			CURBBOX M	1
			HIGH BILL	5
			LEAK_ADJ	8
			METER_PROB	2
			MISAP PYMT	1
			NO WATER	38
			OTHER WT Q	5
PRESSURE			8	
SERV_LEAK	1			
OCALA Total			76	
SUMMERFIELD		HIGH BILL	2	
		METER_PROB	1	
		SERV_LEAK	3	
SUMMERFIELD Total			6	
OCALA OAKS Total			93	
ORANGE HILL	WINTER HAVEN	HIGH BILL	3	
		METER_PROB	1	
		SERV_LEAK	1	
WINTER HAVEN Total			5	
ORANGE HILL Total			5	
PALM PORT	EAST PALATKA	BILL_DISP	1	
		CURBBOX M	1	
		METER_PROB	1	
		PRESSURE	1	
EAST PALATKA Total			4	
PALM PORT Total			4	

System	CITY	CCS Reason	Total
PALM TERRACE	PORT RICHEY	BILL CRCTN	3
		BILL_DISP	6
		CLAIMS	1
		COLLECTION	1
		CURBBOX_M	2
		HIGH BILL	25
		LEAK_ADJ	6
		METER_PROB	2
		MISAP_PYMT	4
		NO BILL	3
		NO WATER	6
		PRESSURE	1
		RATES	1
		SERV_LEAK	4
		SEWER	1
TASTE_ODOR	1		
PORT RICHEY Total			67
PALM TERRACE Total			67
PEACE RIVER	WAUCHULA	BILL_DISP	1
		FINAL_BILL	1
		HIGH BILL	3
		LOST_PYMT	1
		NO BILL	1
		NO WATER	8
		OTHER_WT_Q	1
		SERV_LEAK	1
WAUCHULA Total			17
PEACE RIVER Total			17
PINE VALLEY	HOMOSASSA	HIGH BILL	1
		LOST_PYMT	1
		METER_PROB	1
HOMOSASSA Total			3
PINE VALLEY Total			3
PINEY WOODS	FRUITLAND PARK	LEAK_ADJ	1
		FRUITLAND PARK Total	
PINEY WOODS Total			1
POMONA PARK	POMONA PARK	CURBBOX_M	1
		HIGH BILL	2
		NO WATER	1
		SERV_LEAK	4
POMONA PARK Total			8
POMONA PARK Total			8
QUAIL RIDGE	FRUITLAND PARK	NO BILL	1
		FRUITLAND PARK Total	
QUAIL RIDGE Total			1
RAVENSWOOD	LEESBURG	BILL_DISP	1
		SERV_LEAK	4
		LEESBURG Total	
RAVENSWOOD Total			5
RIVER GROVE	EAST PALATKA	BILL_DISP	1
		HIGH BILL	1
		LEAK_ADJ	1
		NO WATER	1
EAST PALATKA Total			4
RIVER GROVE Total			4
ROSALIE OAKS	LAKE WALES	METER_PROB	1
		LAKE WALES Total	
ROSALIE OAKS Total			1

System	CITY	CCS Reason	Total	
SARATOGA HARBOUR	SATSUMA	COLLECTION	1	
		HIGH BILL	1	
		SATSUMA Total	2	
SARATOGA HARBOUR Total			2	
SEBRING LAKES	SEBRING	BILL DISP	1	
		TASTE_ODOR	7	
		SEBRING Total	8	
SEBRING LAKES Total			8	
SILVER LAKE ESTS	LEESBURG	BILL CRCTN	1	
		BILL DISP	1	
		CLAIMS	1	
		CURBBOX M	2	
		DUPL BILL	1	
		HIGH BILL	9	
		LEAK ADJ	8	
		MAIN BRK	1	
		METER PROB	5	
		NO WATER	80	
		OTHER WT Q	21	
		PRESSURE	41	
		SERV LEAK	6	
LEESBURG Total			177	
SILVER LAKE ESTS Total			177	
SILVER LAKE OAKS	PALATKA	COLLECTION	1	
		NO BILL	1	
		NO WATER	1	
		SEWER	1	
PALATKA Total			4	
SILVER LAKE OAKS Total			4	
SKYCREST	FRUITLAND PARK	BILL CRCTN	1	
		COLLECTION	1	
		FRUITLAND PARK Total	2	
SKYCREST Total			2	
SUMMIT CHASE	TAVARES	DUPL BILL	1	
		HIGH BILL	1	
		NO WATER	1	
		OTHER WT Q	6	
		PRESSURE	1	
		SERV LEAK	1	
TAVARES Total			11	
SUMMIT CHASE Total			11	
SUNNY HILLS	CHIPLEY	COLOR	6	
		HIGH BILL	1	
		NO WATER	1	
		PRESSURE	1	
		SERV LEAK	2	
	CHIPLEY Total			11
	SUNNY HILLS	SUNNY HILLS	COLOR	1
			CURBBOX M	1
			NO BILL	1
			NO WATER	1
SERV LEAK			1	
SUNNY HILLS Total			5	
SUNNY HILLS Total			16	

System	CITY	CCS Reason	Total	
TANGERINE	MOUNT DORA	BILL_DISP	1	
		LEAK_ADJ	1	
		MAIN_BRK	1	
		NO_WATER	1	
		RATES	1	
	MOUNT DORA Total			5
	TANGERINE	DUPL_BILL	1	
		HIGH_BILL	1	
		SERV_LEAK	1	
	TANGERINE Total			3
TANGERINE Total			8	
THE WOODS	WEBSTER	BILL_CRCN	1	
		COLLECTION	1	
	WEBSTER Total			2
THE WOODS Total			2	
TOMOKA	ORMOND BEACH	HIGH_BILL	2	
		LEAK_ADJ	2	
		NO_WATER	17	
		PRESSURE	8	
		SERV_LEAK	1	
	ORMOND BEACH Total			30
TOMOKA Total			30	
VALENCIA TERRACE	FRUITLAND PARK	COLOR	1	
		NO_WATER	1	
		SERV_LEAK	1	
		ZIPCK_PROB	1	
	FRUITLAND PARK Total			4
VALENCIA TERRACE Total			4	
VENETIAN VILLAGE	TAVARES	HIGH_BILL	2	
	TAVARES Total		2	
VENETIAN VILLAGE Total			2	
VILLAGE WATER	LAKELAND	BILL_DISP	1	
		HIGH_BILL	2	
		METER_PROB	4	
		RATES	1	
	LAKELAND Total			8
VILLAGE WATER Total			8	
WOOTEN	GEORGETOWN	COLLECTION	1	
		LEAK_ADJ	1	
	GEORGETOWN Total			2
WOOTEN Total			2	
ZEPHYR SHORES	ZEPHYRHILLS	CURBBOX_M	1	
		HIGH_BILL	3	
		LEAK_ADJ	1	
		METER_PROB	1	
		NO_BILL	1	
		SERV_LEAK	4	
		SEWER	1	
		TASTE_ODOR	1	
ZEPHYRHILLS Total			13	
ZEPHYR SHORES Total			13	
Grand Total			844	

Aqua Utilities Florida Inc.

Docket No. 080121-WS

Florida Public Service Commission

Phase II Monitoring

Florida Scorecard – Operational Service Metrics

May 2010

DOCUMENT NUMBER-DATE

05716 JUL 12 2010

FPSC-COMMISSION CLERK

Score Card -Customer Service - May		
	Target	Actual
Read Rate of Metered Accounts	99.00%	99.30%
% of cycles completed on scheduled date (+ or - 1 Day)	100.00%	100.00%
Overall Estimate Rate	0.80%	0.30%
Accounts Estimated>90 days	15%	0.12%
Percentage of Active Accounts Not Billed	0.06%	0.04%

Aqua Utilities Florida Inc.

Docket No. 080121-WS

Florida Public Service Commission

Phase II Monitoring

Call Center Monitoring Statistics

Historical Data

January 2007 - May 2010

DOCUMENT NUMBER-DATE

05716 JUL 12 e

FPSC-COMMISSION CLERK

Call Center Statistics	January-07	February-07	March-07	April-07	May-07	June-07	July-07	August-07	September-07	October-07	November-07	December-07	January-08
States	PA,DE,DC,VA,TK,FL	PA,DE,NC,VA,TK,FL,HI	PA,DE,NC,VA,TK,FL,HI	PA,DE,NC,VA,TK,FL,HI	PA,NC,VA,TK,FL,HI,IL,MO,IN*	PA,NC,VA,TK,FL,HI,IL,MO,IN*	PA,NC,VA,TK,FL,HI,IL,MO,IN*	PA,NC,VA,TK,FL,HI,IL,MO,IN*	PA,NC,VA,TK,FL,HI,IL,MO,IN*	PA,NC,VA,TK,FL,HI,IL,MO,IN*	PA,NC,VA,TK,FL,HI,IL,MO,IN*	PA,NC,VA,TK,FL,HI,IL,MO,IN*	PA,NC,VA,TK,FL,HI,IL,MO,IN*
Customers (approx.)	704,150	704,150	704,150	801,196	801,196	801,196	837,583	837,583	837,583	849,027	849,027	849,027	849,027
Total Calls	83,268	70,355	83,059	86,804	99,347	105,624	112,732	124,801	91,560	107,387	97,687	80,436	99,038
Days Open	21	20	22	21	22	21	21	23	19	23	21	20	22
Average Calls/Day	3,965	3,518	3,775	4,134	4,516	5,030	5,368	5,426	4,819	4,669	4,652	4,022	4,502
Abandon Rate	15.5%	7.8%	5.4%	8.3%	14.5%	16.0%	15.7%	15.8%	7.6%	3.9%	5.2%	2.4%	3.4%
Calls Answered in < 90 seconds	52%	66%	73%	62%	40%	38%	41%	38%	63%	78%	71%	86%	81%
Average Speed to Answer	131 sec	82 sec	65 sec	92 sec	175 sec	181 sec	183 sec	192 sec	111 sec	58 sec	77 sec	37 sec	51 sec
Average Handle Time	3:44	4:11	4:06	4:14	4:35	4:38	4:38	4:49	4:38	4:30	4:23	4:14	4:01
Calls/Customer/Yr	1.6	1.2	1.3	1.3	1.4	1.6	1.6	1.6	1.4	1.4	1.4	1.2	1.3
Average #CSR/Day	42.6	49.0	52.2	53.4	54.2	55.2	59.7	62.1	66.2	67.6	67.2	64.8	62.8
Calls Answered	70,361	64,867	78,574	79,599	84,942	88,724	95,033	105,082	84,601	103,199	92,607	78,506	95,671

Call Center Statistics	February-08	March-08	April-08	May-08	June-08	July-08	August-08	September-08	October-08	November-08	December-08	January-09
States	PANCAVA, TX, FL, OH, IN, IL, MO, IN*	PANCAVA, TX, FL, OH, IN, IL, MO, IN*	PANCAVA, TX, FL, OH, IN, IL, MO, IN*	PANCAVA, TX, FL, OH, IN, IL, MO, IN*	PANCAVA, TX, FL, OH, IN, IL, MO, IN*	PANCAVA, TX, FL, OH, IN, IL, MO, IN*	PANCAVA, TX, FL, OH, IN, IL, MO, IN*	PANCAVA, TX, FL, OH, IN, IL, MO, IN*	PANCAVA, TX, FL, OH, IN, IL, MO, IN*	PANCAVA, TX, FL, OH, IN, IL, MO, IN*	PANCAVA, TX, FL, OH, IN, IL, MO, IN*	PANCAVA, TX, FL, OH, IN, IL, MO, IN*
Customers (approx.)	849,027	849,027	849,027	849,027	849,027	849,027	849,027	849,027	849,027	849,027	849,027	851,308
Total Calls	87,519	88,651	92,067	88,257	88,535	90,062	84,003	95,298	95,839	78,517	84,082	90,650
Days Open	21	21	22	21	21	22	21	21	23	19	22	21
Average Calls/Day	4,168	4,221	4,185	4,203	4,216	4,094	4,000	4,538	4,167	4,132	3,822	4,317
Abandon Rate	5.4%	9.1%	8.2%	13.6%	7.2%	4.3%	5.9%	9.2%	4.7%	3.2%	3.0%	3.6%
Calls Answered in < 90 seconds	72%	56%	57%	42%	63%	71%	64%	52%	75%	83%	84%	81%
Average Speed to Answer	77 sec	130 sec	120 sec	200 sec	112 sec	71 sec	93 sec	135 sec	57 sec	40 sec	31 sec	47 sec
Average Handle Time	4:05	4:35	4:54	5:03	5:06	4:55	5:03	5:07	4:55	4:46	4:36	4:38
Calls/ Customer-Yr	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.3	1.2	1.2	1.1	1.3
Average #CSR/Day	56.3	55.4	58.5	58.3	62.3	61.6	61.0	64.9	66.2	68.0	68.2	65.4
Calls Answered	82,793	80,584	84,518	76,254	82,160	86,189	79,047	86,531	91,335	76,004	81,560	87,387

Call Center Statistics	February-09	March-09	April-09	May-09	June-09	July-09	August-09	September-09	October-09	November-09	December-09
States	PANCAVA TX FL OH IN IL MO IN*	PANCAVA TX FL OH IN IL MO IN*	PANCAVA TX FL OH IN IL MO IN*	PANCAVA TX FL OH IN IL MO IN*	PANCAVA TX FL OH IN IL MO IN*	PANCAVA TX FL OH IN IL MO IN*	PANCAVA TX FL OH IN IL MO IN*	PANCAVA TX FL OH IN IL MO IN*	PANCAVA TX FL OH IN IL MO IN*	PANCAVA TX FL OH IN IL MO IN*	PANCAVA TX FL OH IN IL MO IN*
Customers (approx.)	851,308	851,308	851,308	855,552	855,552	858,041	858,041	858,041	858,041	858,041	858,041
Total Calls	76,495	81,283	82,769	81,223	92,569	93,052	89,990	90,922	89,915	81,148	82,417
Days Open	20	22	22	20	22	22	21	21	22	19	22
Average Calls/Day	3,825	3,695	3,762	4,061	4,208	4,230	4,285	4,330	4,087	4,271	3,746
Abandon Rate	1.3%	1.2%	1.8%	3.4%	4.8%	4.3%	2.5%	4.3%	3.5%	4.8%	3.1%
Calls Answered in < 90 seconds	94%	95%	93%	84%	79%	80%	89%	79%	85%	81%	86%
Average Speed to Answer	16 sec	13 sec	19 sec	37 sec	55 sec	47 sec	27 sec	46 sec	36 sec	51 sec	33 sec
Average Handle Time	4:31	4:32	4:24	4:40	4:41	4:43	4:45	4:50	4:46	4:43	4:34
Calls/Customer/Yr	1.1	1.1	1.1	1.2	1.2	1.2	1.2	1.3	1.2	1.2	1.1
Average #CSR/Day	67.5	68.5	65.8	64.8	65.3	65.3	66.2	64.3	64.0	64.9	64.2
Calls Answered	75,501	80,308	81,279	78,461	88,126	89,051	87,740	87,012	86,768	77,253	79,862

Call Center Statistics	January-10	February-10	March-10	April-10	EXPLANATION OF STATISTICS
States	PA,NC,VA,TX,FL,OH,RI,IL,MO,IN*	PA,NC,VA,TX,FL,OH,RI,IL,MO,IN*	PA,NC,VA,TX,FL,OH,RI,IL,MO,IN*	PA,NC,VA,TX,FL,OH,RI,IL,MO,IN*	Refers to states where Aqua customers are serviced by call
Customers (approx.)	858,041	858,041	858,041	858,041	Refers to the approximate number of customers being serviced by the call centers
Total Calls	87,997	72,572	83,798	81,769	The number of total calls that were received through the toll-free number that went into a service queue (does not include customers who used self-serve options)
Days Open	20	20	23	22	Days in month that call centers were open for business
Average Calls/Day	4,400	3,629	3,643	3,717	Calculated by dividing Total Calls by Days Open
Abandon Rate	4.9%	2.8%	2.1%	1.4%	Percentage of Total Calls where customers disconnected (abandoned) prior to a CSR answering.
Calls Answered in < 90 seconds	78%	88%	91%	95%	Percentage of calls where a CSR answered in 90 seconds or less
Average Speed to Answer	53 sec	30 sec	22 sec	14 sec	The average time in seconds that a customer waited before their call was answered by a CSR.
Average Handle Time	4:44	4:32	4:37	4:26	The average for all answered calls of total talk time plus total hold time plus any time for after call work completed by the CSR
Calls/Customer/Yr	1.3	1.1	1.1	1.1	The average number of CSRs who logged in each day during the stated month
Average #CSR/Day	63.7	62.7	65.6	66.7	Total Calls less abandoned calls
Calls Answered	83,685	70,540	82,038	80,624	

Aqua Utilities Florida Inc.
Docket No. 080121-WS
Florida Public Service Commission
Phase II Monitoring

Call Center Monitoring Statistics
May 2010

DOCUMENT NUMBER-DATE

05716 JUL 12 2010

FPSC-COMMISSION CLERK

Call Center Statistics	March-10	April-10	May-10	EXPLANATION OF STATISTICS
States	PA,NC,VA,TX,FL,OH,NJ, IL,MO,IN*,NY*	PA,NC,VA,TX,FL,OH,NJ, IL,MO,IN*,NY*	PA,NC,VA,TX,FL,OH,NJ, IL,MO,IN*,NY*	Refers to states where Aqua customers are serviced by call centers
Customers (approx.)	858,041	858,041	882,041	Refers to the approximate number of customers being serviced by the call centers
Total Calls	83,798	82,069	76,066	The number of total calls that were received through the toll-free number that went into a service queue (does not include customers who used self-serve options)
Days Open	23	22	20	Days in month that call centers were open for business
Average Calls/Day	3,643	3,730	3,803	Calculated by dividing Total Calls by Days Open
Abandon Rate	2.1%	1.4%	1.4%	Percentage of Total Calls where customers disconnected (abandoned) prior to a CSR answering.
Calls Answered in < 90 seconds	91%	95%	95%	Percentage of calls where a CSR answered in 90 seconds or less
Average Speed to Answer	22 sec	14 sec	15 sec	The average time in seconds that a customer waited before their call was answered by a CSR.
Average Handle Time	4:37	4:26	4:31	The average for all answered calls of total talk time plus total hold time plus any time for after call work completed by the CSR
Average #CSR/Day	65.6	66.7	66.6	The average number of CSRs who logged in each day during the stated month
Calls Answered	82,038	80,920	75,001	Total Calls less abandoned calls

Aqua Utilities Florida Inc.

Docket No. 080121-WS

Florida Public Service Commission

Phase II Monitoring

Call Quality Report

May 2010

DOCUMENT NUMBER-DATE

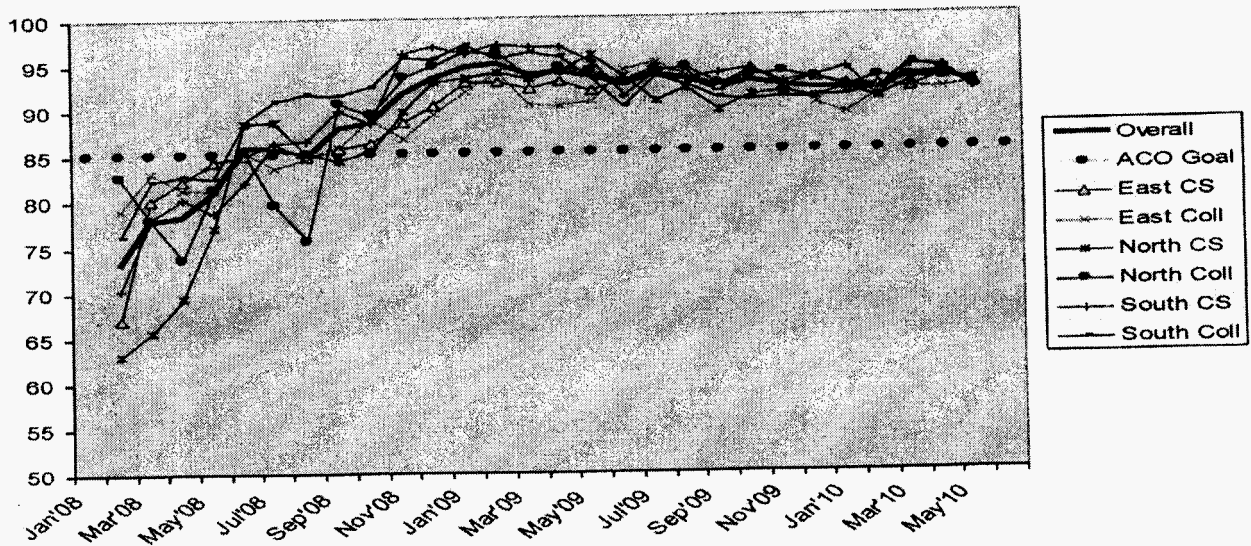
05716 JUL 12 2010

FPSC-COMMISSION CLERK



CSR Call Quality Scores

Good



AUF'S EFFORTS TO ENSURE QUALITY CONTROL AT CALL CENTERS

In addition to closely tracking call quality scores, AUF has implemented several other measures to ensure quality control at its call centers, which include:

- Forming a Complaint Analysis and Remediation Team ("CART"), which consists of all call center supervisors and their managers, and the Supervisor of Compliance. CART addresses all executive escalations and meets biweekly to review all accounts where additional coaching and training issues are identified for follow-up.
- Implementing a Call Escalation Process. The process was developed in April 2009 and has been reviewed with all supervisors and the Compliance Team. This escalation process has been communicated to all CSRs in each of AUF's three call centers.
- Developing a detailed Supervisor Audit. This involves the Training Team pulling all supervisor callbacks from AUF's three call centers. The callbacks are placed in a folder on AUF's internal network and are reviewed by all management in the call centers. The data is used for coaching and feedback to the CSRs to reduce the number of customer call backs.

Aqua Utilities Florida Inc.

Docket No. 080121-WS

Florida Public Service Commission

Phase II Monitoring

Estimated Read Report

May 2010

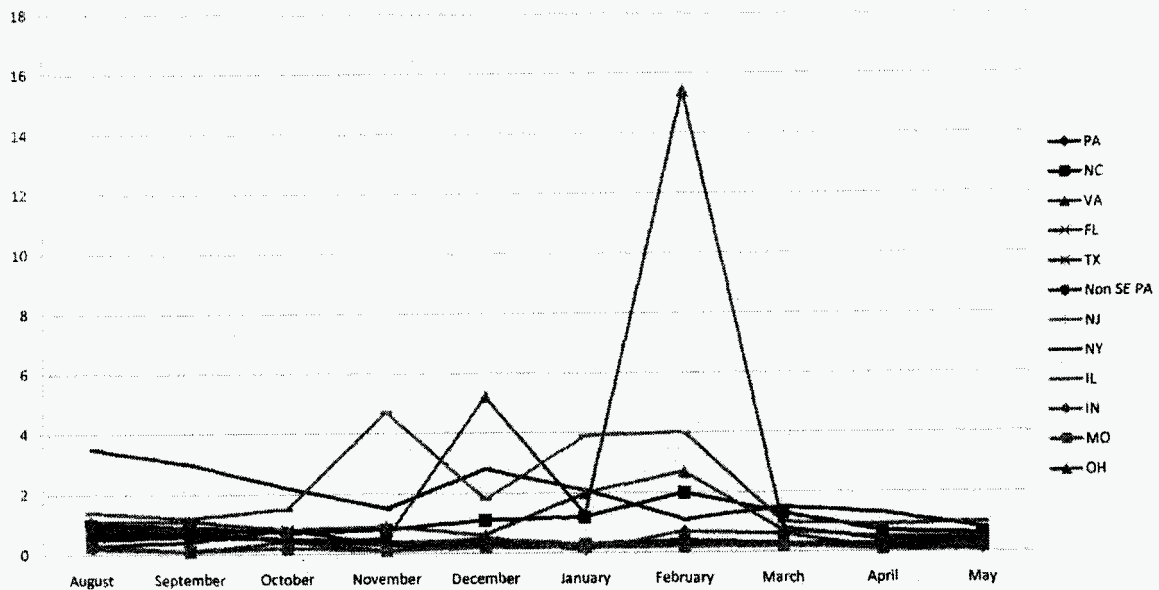
DOCUMENT NUMBER-DATE

05716 JUL 12 2010

FPSC-COMMISSION CLEAR

ESTIMATION RATE BY STATE

Year	Month	PA	NC	VA	FL	TX	Non SE PA	NJ	NY	IL	IN	MO	OH
2009	August	0.6	1	0.7	0.3	0.5	0.9	0.8	3.5	1.4	0.2	0.3	1.1
2009	September	0.7	0.9	0.8	0.4	0.6	0.6	0.9	3	1.2	0.1	0.1	1.1
2009	October	0.5	0.7	0.4	0.8	0.5	0.5	0.4	2.2	1.5	0.4	0.2	0.8
2009	November	0.4	0.8	0.5	0.3	0.4	0.3	0.3	1.5	4.7	0.1	0.1	0.9
2009	December	0.4	1.1	5.2	0.2	0.3	0.4	0.5	2.8	1.8	0.4	0.2	0.6
2010	January	0.3	1.2	1.3	0.2	0.3	0.3	0.3	2.1	3.9	0.1	0.3	2
2010	February	0.4	2	15.4	0.2	0.4	0.4	0.3	1.1	4	0.7	0.2	2.7
2010	March	0.3	1.3	0.8	0.3	0.3	0.2	0.3	1.5	1	0.6	0.2	0.7
2010	April	0.3	0.7	0.4	0.2	0.3	0.3	0.3	1.3	0.9	0.1	0.1	0.5
2010	May	0.3	0.6	0.4	0.3	0.3	0.3	0.3	0.8	1	0.1	0.2	0.5



Aqua Utilities Florida Inc.

Docket No. 080121-WS

Florida Public Service Commission

Phase II Monitoring

Aged Service Orders Reports

May 2010

DOCUMENT NUMBER-DATE

05716 JUL 12 2

FPSC-COMMISSION CLERK

Aqua America Aged Service Orders*
FL - Florida
Status: O - Needs to be Worked in the Field
Run Date: 5/7/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	2	0	0	0	0	0	0	0	0	0	0	0	0	2
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	1	0	0	0	0	0	0	0	0	0	0	0	0	1
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	1	0	0	0	0	0	0	0	0	0	0	0	0	1
RMTR	READ METER SERVICES	0	1	0	0	0	0	0	0	0	0	0	0	0	1
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		4	1	0	0	0	0	0	0	0	0	0	0	0	5

*Designated Types

Aqua America Aged Service Orders*
84 - Leesburg
 Status: O - Needs to be Worked in the Field
 Run Date: 5/7/2010

Code	Description	01	02	03	04	05	06	07	08	09	10	11	12	TOTAL
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	1	0	0	0	0	0	0	0	0	0	0	1
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	1	0	0	0	0	0	0	0	0	0	0	1

*Designated Types

Aqua America Aged Service Orders*
85 - Lake Suzy
Status: O - Needs to be Worked in the Field
Run Date: 5/7/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
86 - Putnam
Status: O - Needs to be Worked in the Field
Run Date: 5/7/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
87 - Lake Gibson
Status: O - Needs to be Worked in the Field
Run Date: 5/7/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1

*Designated Types

Aqua America Aged Service Orders*
88 - Monica Pkwy/Sarasota
 Status: O - Needs to be Worked in the Field
 Run Date: 5/7/2010

Order Description	01	02	03	04	05	06	07	08	09	10	11	12	Totals
BENN BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
89 - Seminole/FL Comm
Status: O - Needs to be Worked in the Field
Run Date: 5/7/2010

Service Order Type	0	1	2	3	4	5	6	7	8	9	10	11	12	Totals
BENN BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC HIGH CONSUMPTION	2	0	0	0	0	0	0	0	0	0	0	0	0	2
LABC LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT LAB - TASTE & ODOR	1	0	0	0	0	0	0	0	0	0	0	0	0	1
MSMT MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals	3	0	0	0	0	0	0	0	0	0	0	0	0	3

*Designated Types

Aqua America Aged Service Orders*
90 - Ocala
Status: O - Needs to be Worked in the Field
Run Date: 5/7/2010

Code	Type														
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
91 - Palm Beach
Status: O - Needs to be Worked in the Field
Run Date: 5/7/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
92 - South Seas
Status: O - Needs to be Worked in the Field
Run Date: 5/7/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
93 - Sunny Hills/Washington
Status: O - Needs to be Worked in the Field
Run Date: 5/7/2010

Order Type	Description	01	02	03	04	05	06	07	08	09	10	11	12	Totals
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
94 - Palm Terrace
Status: O - Needs to be Worked in the Field
Run Date: 5/7/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
95 - Sebring
Status: O - Needs to be Worked in the Field
Run Date: 5/7/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
F1 - Fountain Lakes
Status: O - Needs to be Worked in the Field
Run Date: 5/7/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
NO - No Orders
Status: O - Needs to be Worked in the Field
Run Date: 5/7/2010

Order Type															
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
FL - All Florida
Status: O - Needs to be Worked in the Field
Run Date: 5/14/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	2	1	0	0	0	0	0	0	0	0	0	0	0	0	3
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		2	1	0	0	0	0	0	0	0	0	0	0	0	0	3

*Designated Types

DOCUMENT NUMBER DATE

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FPSC-COMMISSION CLERK

Aqua America Aged Service Orders*
 84 - Leesburg
 Status: O - Needs to be Worked in the Field
 Run Date: 5/14/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1

*Designated Types

Aqua America Aged Service Orders*
85 - Lake Suzy
 Status: O - Needs to be Worked in the Field
 Run Date: 5/14/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
86 - Putnam
Status: O - Needs to be Worked in the Field
Run Date: 5/14/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
Status: O - Needs to be Worked in the Field
Run Date: 5/14/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	1	0	0	0	0	0	0	0	0	0	0	0	0	2
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		1	0	0	0	0	0	0	0	0	0	0	0	0	2

*Designated Types

Aqua America Aged Service Orders*
88 - Monica Pkwy/Sarasota
Status: O - Needs to be Worked in the Field
Run Date: 5/14/2010

																	TOTAL
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
89 - Seminole/FL Comm
Status: O - Needs to be Worked in the Field
Run Date: 5/14/2010

Code	Description	01	02	03	04	05	06	07	08	09	10	11	12	TOTAL
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
90 - Ocala
 Status: O - Needs to be Worked in the Field
 Run Date: 5/14/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAJN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
91 - Palm Beach
Status: O - Needs to be Worked in the Field
Run Date: 5/14/2010

Code	Description	01	02	03	04	05	06	07	08	09	10	11	12	Totals
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
92 - South Seas
Status: O - Needs to be Worked in the Field
Run Date: 6/14/2010

Order	Description														
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
93 - Sunny Hills/Washington
Status: O - Needs to be Worked in the Field
Run Date: 5/14/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

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Aqua America Aged Service Orders*
94 - Palm Terrace
 Status: O - Needs to be Worked In the Field
 Run Date: 5/14/2010

Order Type	Order Description													
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
95 - Sebring
Status: O - Needs to be Worked in the Field
Run Date: 5/14/2010

Code	Description	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	Totals			
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
 F1 - FOUNTAIN LAKES
 Status: O - Needs to be Worked in the Field
 Run Date: 5/14/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
NO - No Orders
Status: O - Needs to be Worked in the Field
Run Date: 5/14/2010

Order Type	Description	0	1	2	3	4	5	6	7	8	9	10	11	12	TOTAL
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
FL - All Florida
Status: O - Needs to be Worked In the Field
Run Date: 5/21/2010

																		TOTAL
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10
RMTR	READ METER SERVICES	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	13

*Designated Types

DOCUMENT NUMBER-DATE

05716 JUL 12 0

FPSC-COMMISSION CLERK

Aqua America Aged Service Orders*
84 - Leesburg
 Status: O - Needs to be Worked in the Field
 Run Date: 5/21/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	3	0	0	0	0	0	0	0	0	0	0	0	0	3
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		3	0	0	0	0	0	0	0	0	0	0	0	0	3

*Designated Types

Aqua America Aged Service Orders*
86 - Lake Suzy
Status: O - Needs to be Worked in the Field
Run Date: 5/21/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1

*Designated Types

Aqua America Aged Service Orders*
86 - Putnam
Status: O - Needs to be Worked in the Field
Run Date: 5/21/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
87 - Lake Gibson
 Status: O - Needs to be Worked in the Field
 Run Date: 5/21/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
88 - Monica Pkwy/Sarasota
Status: O - Needs to be Worked in the Field
Run Date: 5/21/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
 89 - Seminole/FL Comm
 Status: O - Needs to be Worked in the Field
 Run Date: 5/21/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	5	0	0	0	0	0	0	0	0	0	0	0	5
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		5	0	0	0	0	0	0	0	0	0	0	0	5

*Designated Types

Aqua America Aged Service Orders*
90 - Ocala
 Status: O - Needs to be Worked in the Field
 Run Date: 5/21/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1

*Designated Types

Aqua America Aged Service Orders*
91 - Palm Beach
Status: O - Needs to be Worked in the Field
Run Date: 5/21/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
 92 - South Seas
 Status: O - Needs to be Worked in the Field
 Run Date: 5/21/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
93 - Sunny Hills/Washington
Status: O - Needs to be Worked in the Field
Run Date: 5/21/2010

Order Type	Description																		
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
94 - Palm Terrace
Status: O - Needs to be Worked in the Field
Run Date: 5/21/2010

																TOTAL
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
95 - Sebring
 Status: O - Needs to be Worked in the Field
 Run Date: 5/21/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
RMTR	READ METER SERVICES	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3

*Designated Types

Aqua America Aged Service Orders*
F1 - FOUNTAIN LAKES
Status: O - Needs to be Worked In the Field
Run Date: 5/21/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
NO - No Orders
 Status: O - Needs to be Worked in the Field
 Run Date: 5/21/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
FL - All Florida
Status: O - Needs to be Worked in the Field
Run Date: 5/28/2010

Code	Description	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Totals
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	2	0	0	0	0	0	0	0	0	0	0	0	0	2
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	2	0	0	0	0	0	0	0	0	0	0	0	0	2
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	2	0	0	0	0	0	0	0	0	0	0	0	0	2
REPR	REPAIR/INVESTIGATION	1	0	0	0	0	0	0	0	0	0	0	0	0	1
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	1	0	0	0	0	0	0	0	0	0	0	0	0	1
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		8	0	0	0	0	0	0	0	0	0	0	0	0	8

*Designated Types

DOCUMENT NUMBER DATE

05716 JUL 12 2010

FPSC-COMMISSION CLERK

Aqua America Aged Service Orders*
84 - Leesburg
 Status: O - Needs to be Worked in the Field
 Run Date: 5/28/2010

Service Order Type																			
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
85 - Lake Suzy
Status: O - Needs to be Worked in the Field
Run Date: 5/28/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3

*Designated Types

Aqua America Aged Service Orders*
86 - Putnam
 Status: O - Needs to be Worked in the Field
 Run Date: 5/28/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
 87 - Lake Gibson
 Status: O - Needs to be Worked in the Field
 Run Date: 5/28/2010

																							TOTAL
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1

*Designated Types

Aqua America Aged Service Orders*
88 - Monica Pkwy/Sarasota
Status: O - Needs to be Worked in the Field
Run Date: 5/28/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
89 - Seminole/FL Comm
Status: O - Needs to be Worked in the Field
Run Date: 5/28/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
90 - Ocala
Status: O - Needs to be Worked in the Field
Run Date: 5/28/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
91 - Palm Beach
Status: O - Needs to be Worked in the Field
Run Date: 5/28/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1

*Designated Types

Aqua America Aged Service Orders*
92 - South Seas
 Status: O - Needs to be Worked in the Field
 Run Date: 5/28/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1

*Designated Types

Aqua America Aged Service Orders*
93 - Sunny Hills/Washington
Status: O - Needs to be Worked in the Field
Run Date: 5/28/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
94 - Palm Terrace
 Status: O - Needs to be Worked in the Field
 Run Date: 5/28/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
95 - Sebring
Status: O - Needs to be Worked in the Field
Run Date: 5/28/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2

*Designated Types

Aqua America Aged Service Orders*
F1 - FOUNTAIN LAKES
 Status: O - Needs to be Worked in the Field
 Run Date: 5/28/2010

																	TOTAL
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
NO - No Orders
Status: O - Needs to be Worked in the Field
Run Date: 5/28/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

QUARTERLY ENVIRONMENTAL UPDATE - JULY 2010

Chuluota WTP – Aqua has been working very closely with the FDEP to resolve issues stemming from TOCs and hydrogen sulfides, both of which are indigenous in the local water table. In 2009 we piloted two treatment systems and ultimately we selected an ion exchange system manufactured by Tonka Water Systems. To expedite the construction and meet the consent order timelines, Aqua divided the work into two phases. As part of Phase 1, Aqua modified the pipe configuration, installed new pumps, and placed into service a 50,000 gallon ground storage tank. The project was designed to add chlorine into the smaller storage tank, reducing the time it has to react with the organics in the water, before ammonia is added thereby reducing the formation of TTHMs in the distribution system. Phase 1 was placed in service at the end of February 2010. Phase 2 consisted of the installation of the ion exchange treatment units and the raw water pipeline from plant 1 to plant 2. Construction began in March 2010. In accordance with the consent order, construction was completed with FDEP clearance received June 24, 2010 and we anticipate placing the system into operation by the end of July. Aqua is on track to meet the compliance deadlines in the consent order.

Tomoka View Estates WTP – Aqua signed a consent order for this system on December 18, 2009. Aqua completed construction of the chloramination system which was placed in service in mid December, 2009. The results from samples taken from December 2009 to June 2010 were all well below 80 and the RAA for the 2nd quarter of 2010 was 40.7 ug/L, which is below the relevant MCL RAA of 80 ug/L. We are awaiting a letter from the FDOH stating we can return to annual monitoring for TTHMs. Aqua also identified the need to implement a flushing program for the distribution system. In 2009 engineering and operations evaluated the distribution system and determined that valves were needed in key locations so the system could be directionally flushed. A contractor was hired to install these valves, flushing hydrants and upsize the lines to existing flushing hydrants to increase flows. A comprehensive flushing plan was prepared with instructions for operating valves to assure the entire system would be directionally flushed. The company has a dedicated compliance officer that has met with the operators of Tomoka View Estates and provided a training session to implement the program. Aqua has fulfilled the compliance deadlines in the consent order.

Village Water WWTF – Aqua is completing the requested study on increasing effluent disposal capacity. Thus far it has identified four options. First, Aqua has approached the City of Lakeland to discuss an interconnection into its collection system. Initially, the City preliminarily advised that it does not have the capacity in either its collection system or plant to handle Aqua's flows. Second, Aqua is investigating the purchase or lease of a spray field on adjacent property. Third, Aqua investigated a spray field on adjacent Osceola Parkway to irrigate that right-of-way. This does not appear to be a workable option with the Parkway Authority. Fourth, Aqua investigated the conversion of the WWTP to public access reuse treatment facility, and had preliminary discussions with an organic farmer who was interested in using the flows to irrigate his crops. This option did not work out to be practical due to the size of the facility and the needs of the farmer. Aqua is on track to develop a long-term disposal option by May 2011 as required in the Consent Order. Meanwhile, Aqua has installed monitoring wells around the percolation ponds

and is monitoring in accordance with Consent Order. To date, that monitoring has revealed no adverse impacts.

Jasmine Lakes WWTF – A warning letter was issued by the FDEP asserting that the percolation ponds in this system needed to comply with new FDEP rules. Aqua had discussions with the FDEP and Office of General Counsel (OGC) regarding whether the ponds are to be grandfathered and thus subject to regulations existing at the time the ponds were placed into service. The OGC instructed Aqua to resubmit the permit application with the grandfather language included. Aqua submitted the permit application and anticipates that this issue will be resolved upon receipt of the permit modification from FDEP.

Palm Terrace WWTF – A warning letter was issued by the FDEP asserting that the percolation ponds in this system needed to comply with new FDEP rules. Since then, however, DEP issued a 5 year permit renewal for operating the WWTP, which includes language indicating that this system would be grandfathered thus remedying the issue identified in the warning letter. As part of the permit conditions, Aqua installed a cross-over pipe between ponds 1 & 2. The two percolation ponds and the spray field are permitted and designed to take the permitted flows from this facility.

Sunny Hills WTP – A warning letter was issued by the FDEP regarding tank inspection and storage capacity. Aqua retained the services of Hatch Mott McDonald Consulting Engineers to inspect the tanks for compliance and evaluate the current ground storage capacity. Hatch Mott is also preparing a design and permit package to interconnect Well 1 and Well 4 with the storage tank so in the event either well is out of service the storage tank will remain in service thus continuing to improve reliability to the customer. Hatch Mott has conducted a pilot sequestering study to determine whether the addition of a sequestering agent to the treatment process will reduce customer complaints of iron in their water. The study proved that levels of iron in the water can be sequestered so Hatch Mott prepared a design and permit package for FDEP's approval. Aqua received clearance from FDEP on June 21, 2010.

Peace River Heights WTP – Aqua met with FDEP staff on November 9, 2009 to discuss the warning letter regarding an alleged gross alpha exceedance. Since that meeting, Aqua has sent split samples to several independent laboratories and had Wisconsin State Laboratory for Hygiene conduct a very thorough analysis of samples from this system. Aqua's testing conducted by independent laboratories demonstrates that there are no exceedances at the WTP. Aqua has been working with Water Remediation Technology (WRT) to evaluate possible cost effective treatment options. Aqua signed a consent order from FDEP on June 24, 2010. Aqua will conduct radiological sampling by monthly for 24 months. In addition to the consent order, Aqua is running a small scale WRT pilot unit to evaluate future treatment should the need arise.

South Seas WWTF – Aqua received a warning letter on February 25, 2010 regarding a leak at the facility's reject storage tanks, which Aqua had previously reported to the FDEP. Prior to detecting the leak, Aqua had already contacted contractors to evaluate the reject storage tank. When the contractor visited the site to evaluate tanks, the facility had a reject event and filled the

tanks. One of the tanks had a failure which resulted in a spill. Aqua immediately began pumping the reject water from this tank as well as the effluent from the facility and hauling it to the City of Sanibel. Aqua had a contractor make a repair to the tank and has initiated plans to replace the tanks.

Other: As of this report, Aqua has no Notices Of Violations (NOVs) from the FDEP or FDOH. Aqua has no outstanding compliance issues with any of the water management districts.