



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

June 20, 2012

RECEIVED-FPSC
12 JUN 20 AM 10:48
COMMISSION
CLERK

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

In Re: Application for increase in water and wastewater rates in Alachua, Brevard, DeSoto, 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 - Monitoring Report

Dear Ms. Cole:

In accordance with Order No. PSC-12-0102-FOF-WS in Docket No. 100330-WS, enclosed are the original and eight (8) of the following reports and summaries relative to the Aqua Utilities Florida, Inc. ("AUF") Monitoring Plan for the quarter of March through May 2012:

1. Quarterly Reports Regarding PBWNs;
2. Call Center Monitoring Statistics Report;
3. Management Quality Performance Report;
4. Florida Complaint Support Information Report;
5. Florida Score Card;
6. Quarterly Environmental Report (warning letters, consent orders, notice of violation).

Please acknowledge receipt of this filing by stamping the extra copy of this letter "filed"

COM and returning the copy to me. There is no need to return the attachments, just a copy of the cover

APA 1 letter.

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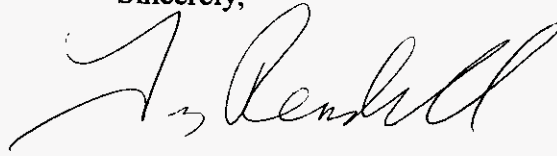
04036 JUN 20 12

FPSC-COMMISSION CLERK

PSC – Letter
June 20, 2012

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Troy Rendell". The signature is fluid and cursive, with a large initial "T" and "R".

Troy Rendell
Rates Manager

Enclosures

cc: Bruce May, Holland & Knight
Ralph Jaeger, Esq.
Patti Christensen, Office of Public Counsel
Cecilia Bradley, Esq.
Kimberly A. Joyce, Esq.

AUF – Quarterly
PBWN Report

FORM NO. 1 (MAY 1977) DATE

94036 JUN 20 20

FPSC-COMMISSION CLERK

Aqua Utilities Florida, Inc.
Precautionary Boil Water Notice Incident Report

Date: March 21, 2012

Location/System: Jasmine Lakes, Pasco County

- A. Public Boil Water Notices – PBWN issued by door tags for 75 customers in Jasmine Lakes subdivision at approximately 9:00 a.m. on Wednesday 3/22/2012.
- B. Explanation For Each Occurrence – A 2.5 inch main line water valve was leaking in a customer's drive way. (This had nothing to do with the flushing and discolored water complaints. However, after a leak is repaired or valve replaced the system must be flushed which it was.) The leak had increased and the customer was complaining. AUF scheduled an emergency replacement for Wednesday morning 3/22/2012. Water was shut off at approximately 10:00 a.m., the repair was completed by 12:15 p.m. and water service was restored.
- C. Name of the systems where each PBWN occurred – Jasmine Lakes Subdivision
- D. Number of customers affected – 75
- E. Explanation as to how the customers were notified – Door Tags.
- F. Length of Time the PBWN Remained in Effect – The PBWN was in effect for 2 days. The water outage lasted approximately 2 hours.
- G. Summary of customer responses to the PBWN's: Although most of the customers AUF spoke with initially complained about discolored water, those complaints were brief. After the initial complaint on discolored water, the customers immediately expressed concerns about the rates.

Aqua Utilities Florida

Water Notice

Date: 03/21/2012
System Name: Jasmine Lakes
Address: 10118 Holly

Due to recent circumstances beyond our control, your area has experienced low water pressure. The low pressure was a result of:

- Water Main Break
- Water Main Construction
- Electrical Failure at Water Facility
- Explanation _____

In accordance with the regulatory entity for your water system, we are required to issue the following **Precautionary Boil Water Notification** to all affected customers which will remain in effect until the problem has been corrected and a bacteriological evaluation shows that the water is safe to drink.

To ensure destruction of all potentially harmful bacteria and other microbes, water used for drinking, cooking, making ice, brushing teeth or washing dishes should be boiled and cooled prior to consumption. The water should be brought to a rolling boil and continue to boil a full one minute. In lieu of boiling, you may purchase bottled water at your own expense.

If you have any questions regarding this matter you may contact:

CUSTOMER SERVICE
1(877) WTR-AQUA

Form 004

Aqua Utilities Florida
Water Notice

Date: 3-23-2012

System Name: Jasmine Lakes

Address: 10318 Holly

The 3-21-2012 ^{Date} **Precautionary Boil
Water Notification** is hereby rescinded, following
the satisfactory completion of the bacteriological survey
demonstrates the water is safe to drink.

If you have any questions regarding this matter you
may contact:

CUSTOMER SERVICE
1(877) WTR-AQUA

Form 002

Aqua Utilities Florida, Inc.
Precautionary Boil Water Notice Incident Report

Date: March 24, 2012

Location/System: Chuluota, Seminole County

- A. Public Boil Water Notices – PBWN issued by swift reach (reverse 911) and door tags for 1,410 customers in the Chuluota water system between the hours of 1:00 pm and 8 pm on Saturday 3/24/2012.
- B. Explanation For Each Occurrence – The main circuit breaker of the Ion Exchange unit tripped.
- C. Name of the systems where each PBWN occurred – Chuluota service territory
- D. Number of customers affected – 1,410
- E. Explanation as to how the customers were notified – Swift reach and Door Tags.
- F. Length of Time the PBWN Remained in Effect – Approximately 2 days.
- G. Summary of customer responses to the PBWN's: There was a small gathering of customers outside the treatment plant when the interruption of service first occurred. The customers were mainly concerned with how long the water would be off, however several were upset and committed to calling the media. The water service was interrupted from 8:45 a.m. to 12:45 p.m.

Aqua Florida
Chuluota BWA
March 24,2012

This is a message from Aqua Utilities Florida for Saturday March 24, 2012 for the Chuluota Water System. Service was interrupted this morning when a main circuit breaker tripped at the water plant. Service is being restored this afternoon.

Customers in this area are advised to use boiled or bottled water for drinking making ice brushing teeth and washing dishes and food preparation.

The system will be flushed and samples will be collected. The flushing may cause temporary discolored water.

You will be notified when samples results are received from the lab and when this advisory is lifted
More information can be found on our website at www.aquaamerica.com or you can call our customer service at 877-987-2782

This message will repeat if you stay on the line.

NOTICE TO THE PUBLIC

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Aqua Utilities Florida Chuluota Water System (PWSID# 3590186)

BOIL YOUR WATER BEFORE CONSUMPTION

HIERVAN EL AGUA ANTES DE USARLA.

ESTE INFORME CONTIENE INFORMACIÓN MUY IMPORTANTE SOBRE SU AGUA POTABLE.

TRADÚZCALO O HABLE CON ALGUIEN QUE LO ENTIENDA BIEN

Aqua Utilities Florida, Inc. has issued a precautionary boil order for customers of the Chuluota water system. The failure of a primary circuit breaker at the Chuluota water treatment plant resulted in an interruption of service on Saturday, morning March 24, 2012. As a precaution, **Aqua Utilities Florida is alerting customers that they should boil their drinking water before consumption.**

What should I do?

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for one minute, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation **until further notice**. Boiling kills bacteria and other organisms in the water.

What happened? What is being done? When will the problem be corrected?

A circuit breaker failure at the plant caused the water system to shut down so that the distribution system was no longer receiving water from the plant, interrupting service.

Repairs have since been made and water service is expected to be restored in the early afternoon hours of Saturday, March 24. Once water service is restored, Aqua Utilities Florida will begin flushing the distribution system, which could cause discolored water. Customers are advised to boil their water for consumption until tests results are back from the laboratory. Aqua Utilities Florida will advise you when sample results are received and this precautionary boil advisory is lifted. For updates, please visit www.aquaamerica.com and click on Florida.

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

For more information, please contact:

| | | |
|---|--------------------------|--|
| Responsible Person Patricia Williams | System Name Chuluota | |
| Phone Number 877.987.2782 | System PWSID# 3590186 | |

Violation Awareness Date: March 24, 2012

Date Notice Distributed: March 24, 2012

BOIL WATER ADVISORY LIFTED

ESTE INFORME CONTIENE INFORMACIÓN MUY IMPORTANTE SOBRE SU AGUA POTABLE. TRADÚZCALO O HABLE CON ALGUIEN QUE LO ENTIENDA BIEN

Aqua Utilities Florida, Inc. Chuluota System PWS ID# 3590186

Aqua Utilities Florida, Inc. has lifted a precautionary boil order for customers of the Chuluota water system effective March 26, 2012. The precautionary boil order was originally effective Saturday, March 24, 2012 when the failure of a primary circuit breaker at the Chuluota water treatment plant resulted in an interruption of service. **Chuluota customers no longer need to boil their water before consumption.**

Test results received today for water samples taken March 24 and 25 were clear, allowing the boil order to be lifted. For updates, please visit www.aquaamerica.com and click on Florida.

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

For more information, please contact:

| | | |
|---|--------------------------|--|
| Responsible Person Patricia Williams | System Name Chuluota | |
| Phone Number 877.987.2782 | System PWSID# 3590186 | |

Awareness Date: March 24, 2012

Date of Notice Distribution: March 26, 2012

Aqua Utilities Florida
Water Notice

Date: 3/24/12
System Name: Chuluota
Address: _____

Due to recent circumstances beyond our control, your area has experienced low water pressure. The low pressure was a result of:

- Water Main Break
- Water Main Construction
- Electrical Failure at Water Facility
- Explanation _____

In accordance with the regulatory entity for your water system, we are required to issue the following **Precautionary Boil Water Notification** to all affected customers which will remain in effect until the problem has been corrected and a bacteriological evaluation shows that the water is safe to drink.

To ensure destruction of all potentially harmful bacteria and other microbes, water used for drinking, cooking, making ice, brushing teeth or washing dishes should be boiled and cooled prior to consumption. The water should be brought to a rolling boil and continue to boil a full one minute. In lieu of boiling, you may purchase bottled water at your own expense.

If you have any questions regarding this matter you may contact:

CUSTOMER SERVICE
1(877) WTR-AQUA

Aqua Utilities Florida
Water Notice

Date: 3/26/12
System Name: Chuluota
Address: _____

The 3/24/12 ^{Date} **Precautionary Boil Water Notification** is hereby rescinded, following the satisfactory completion of the bacteriological survey demonstrates the water is safe to drink.

If you have any questions regarding this matter you may contact:

CUSTOMER SERVICE
1(877) WTR-AQUA

Form 002

Aqua Utilities Florida, Inc.
Precautionary Boil Water Notice Incident Report

Date: March 27, 2012

Location/System: Ocala Oaks, Marion County

- A. Public Boil Water Notices –PBWN issued by door tags for 6 customers in Ocala Oaks Subdivision prior to the restoration of water service at 4:55 PM.' (The exact time of distribution is not known, only that it occurred during the outage on March 27 2012..)
- B. Explanation For Each Occurrence – A two inch line off of a six inch main was broken by a semi truck driving off the roadway and running over the valve box. Our contractor made repairs live. Only the six homes downstream from the break lost pressure. Precautionary Boil Water Notices were distributed via door hanger during the outage. The customers lost pressure at 1:40 PM and service was restored at 4:55 PM. Our operator collected two bactis yesterday afternoon and another two will be collected this morning.
- C. Name of the systems where each PBWN occurred – Ocala Oaks Subdivision
- D. Number of customers affected – 6
- E. Explanation as to how the customers were notified – Door Tags.
- F. Length of Time the PBWN Remained in Effect – The PBWN was in effect for less than 3 days. The water outage lasted approximately 3 hours.
- G. Summary of customer responses to the PBWN's: AUF is unaware of any customer response to the PBWN.

AQUA UTILITIES

Date: MARCH 27, 2012

Service Area: OCALA OAKS – NE 35TH STREET

:

IMPORTANT NOTICE

BOIL WATER BEFORE USE

Water service was interrupted in your area on (date):

MARCH 27, 2012

PWS ID 3421560

due to:

PARTIAL OUTAGE DUE TO WATER MAIN BREAK

A precautionary boil water notice is being issued due to the loss of pressure in the distribution system. Due to this loss of pressure in the distribution system, the bacteriological quality of the water is questionable.

Accordingly, we are recommending that all water used for consumption and cooking purposes be boiled until further notice. **Please follow the instructions on this card.**

AQUA UTILITIES will be flushing the affected lines and will collect two consecutive days of bacteriological samples as soon as all flushing and disinfection is completed. This is a precautionary measure to ensure that the water meets all safe drinking water standards.

This notice will end when notified.

This notice will remain in effect until satisfactory bacteriological samples are received. Please call Customer Service at 1-877-987-2782 for additional information or clarification. Thank you for your cooperation.

BOIL WATER INSTRUCTIONS

1. Run water from faucets for several seconds to flush any sediment or other contaminants from the plumbing.
2. Boil water for a minimum of one minute before use for food preparation or drinking until notified not to do so.
3. Do not add bleach, chlorine, or any other substance, as a disinfectant to water in an effort to make it drinkable as this may be extremely hazardous to your health. The most effective means to insure your safety is to boil water.
4. Apply these procedures until notified not to do so. You can return to normal water use at that time.

AQUA UTILITIES



Service Area: OCALA OAKS SUBDIVISION

PWS ID 3421560

Date: MARCH 30, 2012

**Rescission of Precautionary
Boil Water Notice**

The Precautionary Boil Water Notice previously issued in the area of

OCALA OAKS – NE 35TH STREET

is hereby rescinded following the satisfactory completion of the bacteriological analysis showing that the water is safe to use for consumption. You may resume normal usage at this time.

Please call 1-877-987-2782 for additional information or clarification. Thank you for your cooperation.

Aqua Utilities Florida, Inc.
Precautionary Boil Water Notice Incident Report

Date: April 2, 2012

Location/System: Sunny Hills, Washington County

- A. Public Boil Water Notices – PBWN issued by door tags for 12 customers in Sunny Hills subdivision at approximately 10:00 a.m. on April 2, 2012.
- B. Explanation For Each Occurrence – The location was Quintara Court south of Tacoma Street. A one inch poly service line was broken due to the settling of a concrete culvert drainage box resting atop it. A small section of main was isolated and our local staff made repairs. The duration of the outage was 10:00 AM until 12:30 PM. Precautionary Boil Water Notices were distributed to the 12 homes affected by the brief outage. AUF's operator collected two bacti samples after service was restored. Another two samples were collected the following morning.
- C. Name of the systems where each PBWN occurred – Sunny Hills Subdivision
- D. Number of customers affected – 12
- E. Explanation as to how the customers were notified – Door Tags.
- F. Length of Time the PBWN Remained in Effect – The PBWN was in effect for 2 days. The water outage lasted approximately 2 ½ hours.
- G. Summary of customer responses to the PBWN's: AUF staff spoke to 8 of the 12 customers. All were understanding and appreciated being notified of the situation.



Service Area: SUNNY HILLS

PWS ID 1670647

Date: April 4, 2012

**Rescission of Precautionary
Boil Water Notice**

The Precautionary Boil Water Notice previously issued in the area of

**QUINTARA COURT – SOUTH OF
TACOMA**

ON

APRIL 2, 2012

is hereby rescinded following the satisfactory completion of the bacteriological analysis showing that the water is safe to use for consumption. You may resume normal usage at this time.

Please call 1-877-987-2782 for additional information or clarification. Thank you for your cooperation.

Aqua Utilities Florida, Inc.
Precautionary Boil Water Notice Planned Outage Report

Date: 10pm April 24 to 5am April 25

Location/System: Jasmine Lakes Pasco County

- A. Public Boil Water Notices – Our customers were mailed a notification letter on April 3, 2012. The notification letter explained the two construction projects that were to be completed during the system outage i.e. installation of a GST and 3 aging valve replacements. Aqua also requested our customers call customer service with updated contact information. PBWN issued via a Swift Reach campaign (reverse 911) and for 361 customers that was not reached by telephone, their residence received a door tag. This procedure was replicated for the rescind notification.
- Explanation For Each Occurrence – The entire system was without service for installation of a GST and 3 aging valve replacements.
- B. Name of the systems where each PBWN occurred – Jasmine Lakes water system
- C. Number of customers affected – 1,373 residential and commercial
- D. Explanation as to how the customers were notified – Letter in advance, swift reach campaign and door hangers.
- E. Length of Time the PBWN Remained in Effect – The PBWN was in effect for 2 days. The water outage lasted approximately 10 hours, overnight.
- F. Summary of customer responses to the PBWN's:
1. There were approximately 6 customer calls inquiring when the water would be turned back on.
 2. There were several calls between Tricia Williams and the customers affected by the valve replacement project. These calls were associated with our easement restoration efforts.
 3. Staff communicated with the customers affected by the projects on numerous occasions during and after the project's completion. An extensive clean up was conducted after the projects. New sod was installed to replace damaged sod and extra sod was installed to have the yards look uniform. Mulch was replaced as needed and lawn ornaments and bushes were arranged in their original order. The customers affected by the projects on Holly, Briarwood and Jasmine Blvd. were all satisfied with the conditions of the yards after completion.



Aqua Utilities Florida, Inc.
P.O. Box 2480
Lady Lake, FL 32158-2480

T: 352.674-2860
F: 352.674-2862
www.aquaamerica.com

**Notice to Customers of the Jasmine Lake Water System
Water service will be interrupted between
10pm April 24 to 5am April 25, 2012**

Aqua Utilities Florida (Aqua) will temporarily interrupt water service in the Jasmine Lake water system on April 24 at 10 pm in preparation for improvements to your system. Aqua is installing a new ground storage tank to aid in the disinfection process, while the system is out of service for the new tank installation. Aqua will take the opportunity to replace aging critical values.

Because the pressure will be reduced below the minimum 20 psi, a precautionary Boil Water Advisory will be in effect for a minimum of two (2) days. Once the upgrades are complete, and we have received clearance from the Florida Department of Environmental Protection (FDEP), you will be notified when the Boil Water Notice is lifted.

Aqua Utilities Florida wants to make sure we can reach you in case of a water quality emergency, such as a boil advisory or service outage. We ask that you take a moment to ensure we know your preferred emergency contact information. Please call Aqua at 877-987-2782 and a customer service representative will update your account.

When water service is restored, **Aqua advises customers of this system to use boiled tap water or bottled water for drinking and cooking purposes as a safety precaution until we sample and test the water to ensure no contamination took place during our work.** This precautionary boil water advisory will be in effect for a minimum of two days following the restoration of water service to allow time for the test results. Aqua will notify customers by door hangers when we lift the advisory.

During the boil advisory, customers should boil their tap water and let it cool, or use bottled water, for drinking, cooking, washing food, making ice, or brushing teeth. Boiling kills bacteria and other organisms in the water. Boiling is the preferred method to ensure that tap water is safe to drink. Bring all tap water to a rolling boil, let it boil for one minute, and let it cool before using it, or use bottled water.

Please share this information with all of the other people who drink this water, especially those who might not receive this notice directly.

We apologize for the inconvenience and thank you for your patience as Aqua improves your water system.

For more information call Aqua Utilities Florida at 1.877.987.2782 or Tricia Williams 352.266.0608.

(PWS # 6512070)
Date: 4.3.2012

Final

SCRIPT

Florida

JASMINE LAKES

Scheduled Construction BWA

April 23, 2012

This is a message from Aqua Utilities Florida sent Monday, April 23, 2012, to customers in the Jasmine Lakes water system.

We will be temporarily interrupting water service between 10 pm Tuesday night and 5 a.m. Wednesday morning to prepare to install a new water tank.

Once water service is restored Wednesday morning, we will be flushing the system and collecting water samples. Until test results are received from the laboratory, we are advising you to use boiled or bottled water for drinking, making ice, brushing teeth, washing dishes and food preparation until further notice. You will be notified when this advisory is lifted.

For more information and for updates, please visit our website at aquaamerica.com.

You may also call us at 877-987-2782.

This message will repeat once if you stay on the line.

Aqua Utilities Florida, Inc.
Precautionary Boil Water Notice Incident Report

Date: May 2, 2012

Location/System: Chuluota, Seminole County

- A. Public Boil Water Notices – PBWN by door hanger to 24 service connections was issued before water service was restored in the Chuluota water system between the hours of 11:55am until 6:00pm on May 2, 2012.
 - B. Explanation For Each Occurrence – AUF had to isolate a small section of our service area in Chuluota to make necessary repairs to a 6 inch main tee feeding one of our fire hydrants. The gasket in the 6 inch tee was replaced as well as the aged fire hydrant during the repairs.
 - C. Name of the systems where each PBWN occurred – Chuluota service territory
 - D. Number of customers affected – 24
 - E. Explanation as to how the customers were notified – Door Tags.
 - F. Length of Time the PBWN Remained in Effect – Approximately 2 days.
 - G. Summary of customer responses to the PBWN's: N/A
-

Aqua Utilities Florida Water Notice

Date: 5/2/12

System Name: Chuluckta

Address: _____

Due to recent circumstances beyond our control, your area has experienced low water pressure. The low pressure was a result of:

- Water Main Break
- Water Main Construction
- Electrical Failure at Water Facility
- Explanation _____

In accordance with the regulatory entity for your water system, we are required to issue the following **Precautionary Boil Water Notification** to all affected customers which will remain in effect until the problem has been corrected and a bacteriological evaluation shows that the water is safe to drink.

To ensure destruction of all potentially harmful bacteria and other microbes, water used for drinking, cooking, making ice, brushing teeth or washing dishes should be boiled and cooled prior to consumption. The water should be brought to a rolling boil and continue to boil a full one minute. In lieu of boiling, you may purchase bottled water at your own expense.

If you have any questions regarding this matter you may contact:

CUSTOMER SERVICE
1(877) WTR-AQUA

Form 004

Aqua Utilities Florida, Inc.
Precautionary Boil Water Notice Incident Report

Date: May 8, 2012

Location/System: Lake Suzy, DeSoto County

- A. Public Boil Water Notices - PBWN issued by door tags for 94 non-seasonal in town customers in Lake Suzy subdivision at approximately 09:00 a.m. on May 7, 2012.
- B. Explanation For Each Occurrence – The location was at the intersection of SR-769 and Sherri Ave also intersection SW Kings Row and SW Dallas DR N. Peace River Water management (the water provider) switched out its supply meter on 4/24/12. After turning back on the water meter, Peace River found they had broken the downstream Valve. Peace River closed the valve and then put Aqua on a bypass around the meter. Aqua was also being supplied water through Pembroke Master meter. On 4/24/12, officers from Aqua and Peace River made a planned shut down on 5/8/12 so Peace River could change out their valve and for Aqua to install an isolation valve just downstream of the meter assembly located at the intersection of SR-769 and Sherri Ave. Aqua also installed a set of 3 valves and a tee at the intersection of SW king Row and SW Dallas drive N for any future shut downs to avoid a significant number of customers being affected by any future shut down. The duration of the outage was 09:00 a.m. until 4:10 p.m. Precautionary Boil Water Notices were distributed to the 94 homes affected by the brief outage. AUF's operator collected bacti samples after service was restored.
- C. Name of the systems where each PBWN occurred – Lake Suzy water system
- D. Number of customers affected – 94
- E. Explanation as to how the customers were notified – mailed letters and Door Tags.
- F. Length of Time the PBWN Remained in Effect – The PBWN was in effect for 3 days. The water outage lasted approximately 8 hours.
- G. Summary of customer responses to the PBWN's: Received two inquiries on when the PBWN would be lifted. No other complaints received.

**Aqua Utilities Florida
Water Notice**

Date: MAY 11 P.M.
System Name: _____
Address: _____

The MAY 08 A.M. ^{Date} **Precautionary Boil
Water Notification** is hereby rescinded. The satisfactory
completion of the bacteriological survey demonstrates the
water is safe to drink.

If you have any questions regarding this matter you may
contact:

**CUSTOMER SERVICE
1(877) WTR-AQUA**

**Aqua Utilities Florida
Water Notice**

Date: MAY 08 A.M.
System Name: _____
Address: _____

Due to recent circumstances beyond our control, your area
has experienced low water pressure. The low pressure was
a result of:

- Water Main Break
- Water Main Construction
- Electrical Failure at Water Facility
- Explanation _____

In accordance with the regulatory entity for your water
system, we are required to issue the following
Precautionary Boil Water Notification to all affected
customers which will remain in effect until further notice.

To ensure destruction of all potentially harmful bacteria
and other microbes, water for drinking, cooking, and ice
making should be boiled and cooled prior to consumption.
The water should be brought to a rolling boil and continue
to boil a full two minutes. In lieu of boiling, you may
purchase bottled water at your own expense.

If you have any questions regarding this matter you may
contact:

**CUSTOMER SERVICE
1(877) WTR-AQUA**

Aqua Utilities Florida, Inc.
Precautionary Boil Water Notice Incident Report

Date: May 24, 2012

Location/System: Lake Josephine, Highlands County

- A. Public Boil Water Notices – PBWN issued by door tags for 75 - 80 customers in Lake Josephine subdivision on May24, 2012.
Explanation For Each Occurrence – The location was 114 Leona Street. There was a line break on a 4" PVC water main. The pipe is located near a tree where tree roots squeezed the pipe causing it to rupture. Tree roots were removed and a repair was made. The water service was interrupted for approximately 45 minutes to 1 hour. Precautionary Boil Water Notices were distributed to the 75 - 80 homes affected by the brief outage. AUF's operator collected two bacti samples after service was restored.
- B. Name of the systems where each PBWN occurred – Lake Josephine water system
- C. Number of customers affected – 75 - 80
- D. Explanation as to how the customers were notified – Door Tags.
- E. Length of Time the PBWN Remained in Effect – The PBWN was in effect for 2 days. The water outage lasted approximately 45 minutes to 1hour.
- F. Summary of customer responses to the PBWN's: There were no customer complaints.

Aqua Utilities Florida
Water Notice

Date: 5-26-12
System Name: LK 70
Address: _____

The 5-24-12 **Precautionary Boil**
Water Notification is hereby rescinded, following
the satisfactory completion of the bacteriological survey
demonstrates the water is safe to drink.

If you have any questions regarding this matter you
may contact:

CUSTOMER SERVICE
1(877) WTR-AQUA

Aqua Utilities Florida
Water Notice

Date: 5-24-12
System Name: LK 70
Address: _____

Due to recent circumstances beyond our control, your area
has experienced low water pressure. The low pressure was
a result of:

- Water Main Break
- Water Main Construction
- Electrical Failure at Water Facility
- Explanation at 114 Leona Dr
Till 5-26-12

In accordance with the regulatory entity for your water
system, we are required to issue the following
Precautionary Boil Water Notification to all affected
customers which will remain in effect until further notice.

To ensure destruction of all potentially harmful bacteria
and other microbes, water for drinking, cooking, and ice
making should be boiled and cooled prior to consumption.
The water should be brought to a rolling boil and continue
to boil a full two minutes. In lieu of boiling, you may
purchase bottled water at your own expense.

If you have any questions regarding this matter you may
contact:

CUSTOMER SERVICE
1(877) WTR-AQUA

**AUF – Quarterly
Call Center Statistics Report**

| Call Center Statistics | Jan-12 | Feb-12 | Mar-12 | 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.) | 940,279 | 940,279 | 940,279 | Refers to the approximate number of customers being serviced by the call centers |
| Total Calls | 91,975 | 79,708 | 79,616 | The number of total calls that were received through the toll-free number that went into a service queue (does not include customers who used self-serve options) |
| Days Open | 21 | 21 | 22 | Days in month that call centers were open for business |
| Average Calls/Day | 4,380 | 3,796 | 3,619 | Calculated by dividing Total Calls by Days Open |
| Abandon Rate | 2.6% | 1.5% | 0.8% | Percentage of Total Calls where customers disconnected (abandoned) prior to a CSR answering. |
| Calls Answered in < 90 seconds | 85% | 94% | 97% | Percentage of calls where a CSR answered in 90 seconds or less |
| Average Speed to Answer | 33 sec | 16 sec | 9 sec | The average time in seconds that a customer waited before their call was answered by a CSR. |
| Average Handle Time | 4:34 | 4:20 | 4:15 | 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 | 63.6 | 64.3 | The average number of CSRs who logged in each day during the stated month |
| Calls Answered | 89,584 | 78,512 | 78,979 | Total Calls less abandoned calls |

| Call Center Statistics | Jan-12 | Feb-12 | Mar-12 | Apr-12 | 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 | PA,NC,VA,TX,FL,OH,NJ ,IL,MO,IN,NY | Refers to states where Aqua customers are serviced by call centers |
| Customers (approx.) | 940,279 | 940,279 | 940,279 | 940,279 | Refers to the approximate number of customers being serviced by the call centers |
| Total Calls | 91,975 | 79,708 | 79,616 | 79,801 | The number of total calls that were received through the toll-free number that went into a service queue (does not include customers who used self-serve options) |
| Days Open | 21 | 21 | 22 | 21 | Days in month that call centers were open for business |
| Average Calls/Day | 4,380 | 3,796 | 3,619 | 3,800 | Calculated by dividing Total Calls by Days Open |
| Abandon Rate | 2.6% | 1.5% | 0.8% | 1.0% | Percentage of Total Calls where customers disconnected (abandoned) prior to a CSR answering. |
| Calls Answered in < 90 seconds | 85% | 94% | 97% | 96% | Percentage of calls where a CSR answered in 90 seconds or less |
| Average Speed to Answer | 33 sec | 16 sec | 9 sec | 11 sec | The average time in seconds that a customer waited before their call was answered by a CSR. |
| Average Handle Time | 4:34 | 4:20 | 4:15 | 4:16 | 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 | 63.6 | 64.3 | 65.1 | The average number of CSRs who logged in each day during the stated month |
| Calls Answered | 89,584 | 78,512 | 78,979 | 79,003 | Total Calls less abandoned calls |

| Call Center Statistics | Jan-12 | Feb-12 | Mar-12 | Apr-12 | May-12 | EXPLANATION OF STATISTICS |
|--------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---|
| States | PA,NC,VA,TX,FL,OH,N J, IL,MO,IN,NY | PA,NC,VA,TX,FL,OH,N J, IL,MO,IN,NY | PA,NC,VA,TX,FL,OH,N J, IL,MO,IN,NY | PA,NC,VA,TX,FL,OH,N J, IL,MO,IN,NY | PA,NC,VA,TX,FL,OH,N J, IL,MO,IN,NY | Refers to states where Aqua customers are serviced by call centers |
| Customers (approx.) | 940,279 | 940,279 | 940,279 | 940,279 | 951,579 | Refers to the approximate number of customers being serviced by the call centers |
| Total Calls | 91,975 | 79,708 | 79,616 | 79,801 | 99,118 | The number of total calls that were received through the toll-free number that went into a service queue (does not include customers who used self-serve options) |
| Days Open | 21 | 21 | 22 | 21 | 22 | Days in month that call centers were open for business |
| Average Calls/Day | 4,380 | 3,796 | 3,619 | 3,800 | 4,505 | Calculated by dividing Total Calls by Days Open |
| Abandon Rate | 2.6% | 1.5% | 0.8% | 1.0% | 4.3% | Percentage of Total Calls where customers disconnected (abandoned) prior to a CSR answering. |
| Calls Answered in < 90 seconds | 85% | 94% | 97% | 96% | 81% | Percentage of calls where a CSR answered in 90 seconds or less |
| Average Speed to Answer | 33 sec | 16 sec | 9 sec | 11 sec | 45 sec | The average time in seconds that a customer waited before their call was answered by a CSR. |
| Average Handle Time | 4:34 | 4:20 | 4:15 | 4:16 | 4:27 | 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 | 63.6 | 64.3 | 65.1 | 65.9 | The average number of CSRs who logged in each day during the stated month |
| Calls Answered | 89,584 | 78,512 | 78,979 | 79,003 | 94,856 | Total Calls less abandoned calls |

**AUF – Quarterly
Management Quality Performance Report**

**QUALITY PERFORMANCE REPORT
FLORIDA CUSTOMERS
March 2012**

| Mar-12 | | | |
|--------------------|--------------------------------|--------------------|--------------|
| | Percent | Total Calls | |
| 1 | Move In or Move Out | 20% | 1,046 |
| 2 | Pay by Phone - Speedpay | 14% | 736 |
| 3 | Verify Account Balance | 10% | 499 |
| 4 | Customer Account Changes | 7% | 357 |
| 5 | Restore Service | 5% | 257 |
| 6 | Payment Arrangement | 4% | 223 |
| 7 | Payment Confirmation Number | 4% | 211 |
| 8 | Explain Bill | 4% | 203 |
| 9 | Shut-Off Notice | 4% | 193 |
| 10 | No Water | 3% | 152 |
| 11 | Verify Receipt of Payment | 2% | 128 |
| 12 | High Bill Complaint | 2% | 109 |
| 13 | Water Quality/Discolored Water | 2% | 100 |
| 14 | Boil Water Notice | 2% | 92 |
| 15 | Turn On or Turn Off Service | 2% | 81 |
| 16 | High Rate Complaint | 1% | 62 |
| 17 | No Bill | 1% | 57 |
| 18 | Waive Late Fees | 1% | 57 |
| 19 | Service Line Leak | 1% | 57 |
| 20 | Zip Check Sign up | 1% | 52 |
| | All Other Calls | 11% | 551 |
| Total calls | | 100% | 5,223 |

**QUALITY PERFORMANCE REPORT
FLORIDA CUSTOMERS
APRIL 2012**

Apr-12

| | Percent | Total Calls |
|---------------------------------------|----------------|--------------------|
| 1 Move In or Move Out | 21% | 1,048 |
| 2 Pay by Phone - Speedpay | 14% | 690 |
| 3 Verify Account Balance | 10% | 470 |
| 4 Customer Account Changes | 9% | 426 |
| 5 Payment Confirmation Number | 4% | 214 |
| 6 Payment Arrangement | 4% | 203 |
| 7 Explain Bill | 4% | 201 |
| 8 Restore Service | 4% | 186 |
| 9 Shut-Off Notice | 4% | 178 |
| 10 Verify Receipt of Payment | 3% | 131 |
| 11 High Bill Complaint | 3% | 126 |
| 12 Turn On or Turn Off Service | 3% | 126 |
| 13 Boil Water Notice | 2% | 94 |
| 14 No Water | 2% | 91 |
| 15 Service Line Leak | 1% | 67 |
| 16 Leak Adjustment | 1% | 45 |
| 17 Zip Check Sign up | 1% | 40 |
| 18 Payment Location Inquiry | 1% | 38 |
| 19 Sewer Service Complaint | 1% | 35 |
| 20 Dispute Bill | 1% | 32 |
| All Other Calls | 10% | 471 |
| Total calls | 100% | 4,913 |

**QUALITY PERFORMANCE REPORT
FLORIDA CUSTOMERS
May 2012**

| May-12 | | |
|--------------------|--------------------------------|-----------------------|
| | Percent | Total Calls |
| 1 | Move In or Move Out | 20% 1,148 |
| 2 | Pay by Phone - Speedpay | 15% 836 |
| 3 | Verify Account Balance | 9% 495 |
| 4 | Customer Account Changes | 7% 369 |
| 5 | Restore Service | 6% 346 |
| 6 | Payment Arrangement | 5% 285 |
| 7 | Payment Confirmation Number | 5% 257 |
| 8 | Shut-Off Notice | 4% 225 |
| 9 | Explain Bill | 3% 193 |
| 10 | No Water | 3% 184 |
| 11 | High Bill Complaint | 3% 147 |
| 12 | Verify Receipt of Payment | 2% 135 |
| 13 | Turn On or Turn Off Service | 2% 101 |
| 14 | Leak Adjustment | 1% 69 |
| 15 | Zip Check Sign up | 1% 69 |
| 16 | Service Line Leak | 1% 64 |
| 17 | Water Quality/Discolored Water | 1% 63 |
| 18 | Aqua Online | 1% 62 |
| 19 | No Bill | 1% 42 |
| 20 | Low Pressure | 1% 41 |
| | All Other Calls | 9% 507 |
| Total calls | | 100% 5,635 |

**AUF – Quarterly
Florida Customer Contact Report**

Florida Customer Contacts March 2012

| System | Total |
|--------------------------|------------|
| 48 ESTATES | 3 |
| ARREDONDO ESTATES | 6 |
| ARREDONDO FARMS | 20 |
| BREEZE HILL | 8 |
| CARLTON VILLAGE | 1 |
| CHULUOTA | 111 |
| EAST LAKE HARRIS ESTATES | 4 |
| FAIRWAYS @ MT. PLYMOUTH | 6 |
| FERN TERRACE | 2 |
| FRIENDLY CENTER | 1 |
| GIBSONIA ESTATES | 4 |
| GRAND TERRACE | 2 |
| HAINES CREEK | 2 |
| HERMITS COVE | 3 |
| HOLIDAY HAVEN | 5 |
| IMPERIAL | 3 |
| INTERLACHEN PARK | 3 |
| JASMINE LAKES | 156 |
| JUNGLE DEN | 1 |
| KINGS COVE | 6 |
| KINGSWOOD | 1 |
| LAKE GIBSON ESTATES | 37 |
| LAKE JOSEPHINE | 12 |
| LAKE OSBORNE EST | 4 |
| LAKE SUZY | 12 |
| LEISURE LAKES | 11 |
| OAKWOOD | 1 |
| OCALA OAKS | 101 |
| ORANGE HILL | 9 |
| PALM PORT | 2 |
| PALM TERRACE | 71 |
| PALMS MHP | 1 |
| PEACE RIVER | 4 |
| PICCIOLA ISLAND | 2 |
| PINE VALLEY | 1 |
| PINEY WOODS | 6 |
| POMONA PARK | 1 |
| QUAIL RIDGE | 1 |
| RAVENSWOOD | 1 |
| RIVER GROVE | 4 |
| ROSALIE OAKS | 4 |
| SARATOGA HARBOUR | 4 |
| SEBRING LAKES | 2 |
| SILVER LAKE ESTS | 53 |
| SILVER LAKE OAKS | 6 |
| SKYCREST | 3 |
| ST JOHNS HIGHLANDS | 2 |
| SUMMIT CHASE | 13 |
| SUNNY HILLS | 9 |
| TANGERINE | 2 |
| THE WOODS | 6 |
| TOMOKA | 45 |
| VALENCIA TERRACE | 12 |
| VENETIAN VILLAGE | 1 |
| VILLAGE WATER | 1 |
| ZEPHYR SHORES | 11 |
| Grand Total | 803 |

Florida Customer Contacts

April 2012

| System | Total |
|--------------------------|------------|
| 48 ESTATES | 1 |
| ARREDONDO ESTATES | 5 |
| ARREDONDO FARMS | 12 |
| BREEZE HILL | 2 |
| CARLTON VILLAGE | 2 |
| CHULUOTA | 46 |
| EAST LAKE HARRIS ESTATES | 1 |
| FAIRWAYS @ MT. PLYMOUTH | 15 |
| FERN TERRACE | 3 |
| GIBSONIA ESTATES | 16 |
| GRAND TERRACE | 1 |
| HERMITS COVE | 4 |
| HOBBY HILLS | 3 |
| HOLIDAY HAVEN | 5 |
| IMPERIAL | 3 |
| INTERLACHEN PARK | 15 |
| JASMINE LAKES | 150 |
| JUNGLE DEN | 1 |
| KINGS COVE | 6 |
| LAKE GIBSON ESTATES | 15 |
| LAKE JOSEPHINE | 16 |
| LAKE OSBORNE EST | 5 |
| LAKE SUZY | 2 |
| LEISURE LAKES | 6 |
| OAKWOOD | 14 |
| OCALA OAKS | 46 |
| ORANGE HILL | 2 |
| PALM PORT | 1 |
| PALM TERRACE | 25 |
| PALMS MHP | 2 |
| PEACE RIVER | 4 |
| PICCIOLA ISLAND | 1 |
| PINEY WOODS | 2 |
| POMONA PARK | 1 |
| QUAIL RIDGE | 1 |
| RAVENSWOOD | 1 |
| SARATOGA HARBOUR | 3 |
| SEBRING LAKES | 3 |
| SILVER LAKE ESTS | 38 |
| SILVER LAKE OAKS | 1 |
| SKYCREST | 1 |
| ST JOHNS HIGHLANDS | 3 |
| SUMMIT CHASE | 7 |
| SUNNY HILLS | 27 |
| TANGERINE | 6 |
| THE WOODS | 3 |
| TOMOKA | 31 |
| VALENCIA TERRACE | 14 |
| VENETIAN VILLAGE | 5 |
| VILLAGE WATER | 2 |
| ZEPHYR SHORES | 4 |
| Grand Total | 583 |

Florida Customer Contacts May 2012

| | Total |
|--------------------------|------------|
| 48 ESTATES | 2 |
| ARREDONDO ESTATES | 10 |
| ARREDONDO FARMS | 14 |
| BEECHERS POINT | 1 |
| BREEZE HILL | 1 |
| CARLTON VILLAGE | 4 |
| CHULUOTA | 48 |
| EAST LAKE HARRIS ESTATES | 1 |
| FAIRWAYS @ MT. PLYMOUTH | 12 |
| FERN TERRACE | 3 |
| GIBSONIA ESTATES | 4 |
| GRAND TERRACE | 3 |
| HAINES CREEK | 6 |
| HARMONY HOMES | 1 |
| HERMITS COVE | 7 |
| HOBBY HILLS | 3 |
| HOLIDAY HAVEN | 2 |
| IMPERIAL | 1 |
| INTERLACHEN PARK | 10 |
| JASMINE LAKES | 38 |
| JUNGLE DEN | 5 |
| KINGS COVE | 6 |
| KINGSWOOD | 1 |
| LAKE GIBSON ESTATES | 28 |
| LAKE JOSEPHINE | 120 |
| LAKE OSBORNE EST | 8 |
| LAKE SUZY | 22 |
| LEISURE LAKES | 6 |
| OAKWOOD | 4 |
| OCALA OAKS | 53 |
| ORANGE HILL | 3 |
| PALM TERRACE | 34 |
| PEACE RIVER | 6 |
| PICCIOLA ISLAND | 2 |
| PINEY WOODS | 5 |
| POMONA PARK | 3 |
| RIVER GROVE | 7 |
| ROSALIE OAKS | 4 |
| SEBRING LAKES | 7 |
| SILVER LAKE ESTS | 45 |
| SILVER LAKE OAKS | 7 |
| SKYCREST | 1 |
| ST JOHNS HIGHLANDS | 1 |
| SUMMIT CHASE | 9 |
| SUNNY HILLS | 19 |
| TANGERINE | 20 |
| THE WOODS | 2 |
| TOMOKA | 73 |
| VALENCIA TERRACE | 4 |
| VENETIAN VILLAGE | 5 |
| VILLAGE WATER | 2 |
| ZEPHYR SHORES | 14 |
| WOOTEN | 1 |
| | 698 |

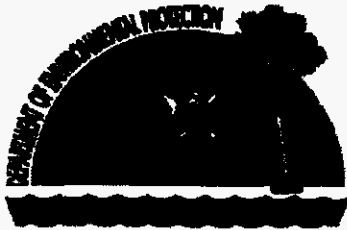
**AUF – Quarterly
Florida Score Card**

| Customer Service - March | | |
|---|---------------|----------------|
| | Target | Actual |
| Read Rate of Metered Accounts | 99.00% | 98.90% |
| % of cycles completed on scheduled date (+ or - 1 Day) | 100% | 100.00% |
| Overall Estimate Rate | 0.50% | 0.30% |
| Accounts Estimated > 90 Days | 0.05% | 0.02% |

| Customer Service - April | | |
|---|---------------|----------------|
| | Target | Actual |
| Read Rate of Metered Accounts | 99.00% | 99.00% |
| % of cycles completed on scheduled date (+ or - 1 Day) | 100% | 100.00% |
| Overall Estimate Rate | 0.50% | 0.50% |
| Accounts Estimated > 90 Days | 0.05% | 0.04% |

| Customer Service - May | | |
|---|---------------|---------------|
| | Target | Actual |
| Read Rate of Metered Accounts | 99.00% | 99.30% |
| % of cycles completed on scheduled date (+ or - 1 Day) | 100% | 99.60% |
| Overall Estimate Rate | 0.50% | 0.30% |
| Accounts Estimated > 90 Days | 0.05% | 0.03% |

**AUF – Quarterly
Environmental Report**



Florida Department of Environmental Protection

Northwest District
160 W. Government Street, Suite 308
Pensacola, Florida 32502-5740

Rick Scott
Governor

Jennifer Carroll
Lt. Governor

Herschel T. Vinyard Jr.
Secretary

April 23, 2012

BY ELECTRONIC MAIL
PRWilliams@aquaaamerica.com

Ms. Tricia R. Williams,
Utility Engineer
Aqua Utilities Florida, Inc.
510 Highway 466, Suite 204
Lady Lake, Florida 32159

Dear Ms. Williams:

This letter concerns the Consent Order ("Order"; OGC File No. 10-2288-67-PW) standing in the Department's case with Aqua Utilities Florida, Inc. ("Aqua"), regarding a storage capacity shortage and other violations noted previously for the Sunny Hills Utilities public water system ("system"; PWS ID No. 1670647) in Washington County.

With the Department's clearance on March 19, 2012 of the new storage tank and lines project for Sunny Hills' Well 1/Well 4 system, Aqua completed all corrective actions required under the Order. With this, the system has achieved compliance regarding all issues addressed in the Order and the matter is considered fully resolved.

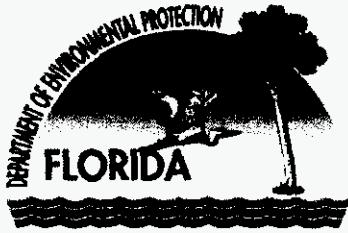
In response, we have today been notified by the Department's Office of General Counsel that the Northwest District's closure request made on April 12th has been approved and the case is now officially closed.

We appreciate Aqua's efforts toward Safe Drinking Water Act compliance at Sunny Hills and, specifically, your assistance and that of Mr. Thompson in bringing this case to resolution. If you have any further questions on this matter, please contact me at (850) 595-0593 or by e-mail at david.hines@dep.state.fl.us. Feel free to contact this office, as well, if you ever have questions on other drinking water issues.

Sincerely,

David Hines
Potable Water Enforcement

c: Paul Thompson, Field Coord., Aqua Utilities Florida (PDThompson@aquaaamerica.com)
Jay Williams, Engineering Specialist, Florida Public Svc. Comm. (Jay.Williams@psc.state.fl.us)
FDEP NW District Panama City Office



Florida Department of
Environmental Protection
Southwest District Office
13051 North Telecom Parkway
Temple Terrace, Florida 33637-0926

Rick Scott
Governor

Jennifer Carroll
Lt. Governor

Herschel T. Vinyard Jr.
Secretary

May 1, 2012

Mr. Richard Fox, President
Aqua Utilities Florida, Inc.
P.O. Box 2480
Lady Lake, FL 32158
rsfox@aquaamerica.com

Re: Settlement of Palm Terrace Gardens WWTF
OGC File No. 11-1464
Facility ID No. FLA012773
Pasco County

Dear Mr. Fox:

The purpose of this letter is to complete the resolution of the matters previously identified by the Department. The Department is in receipt of \$5,000.00 in settlement of this matter.

All terms of the Consent Order OGC File No. 11-1464 are complied with and the Department considers this case closed.

Sincerely yours,

Joe Squitieri
Environmental Manager
Domestic Wastewater Section

JS/vsm



Florida Department of
Environmental Protection
Southwest District Office
13051 North Telecom Parkway
Temple Terrace, Florida 33637-0926

March 1, 2012

Mr. Richard Fox, President
Aqua Utilities Florida, Inc.
P.O. Box 2480
Lady Lake, FL 32158
rsfox@aquaamerica.com

Re: Department of Environmental Protection v. Aqua Utilities Florida, Inc.
OGC File No. 11-1464
Palm Terrace Gardens WWTF
Facility ID No. FLA012773
Pasco County

Dear Mr. Fox:

The State of Florida Department of Environmental Protection ("Department") finds that Aqua Utilities Florida, Inc. ("Respondent") is in violation of activities previously identified by the Department in Warning Letter No. WL11-0013DW51SWD, dated June 23, 2011. Before sending this letter, the Department requested that Respondent undertake certain actions to resolve the violations. These actions have since been completed. However, due to the nature of the violations, Respondent remains subject to civil penalties. Respondent is also responsible for costs incurred by the Department during the investigation of this matter.

The Department's Offer

Based on the violations described above, the Department is seeking \$4,500.00 in civil penalties and \$500.00 for costs and expenses the Department has incurred in investigating this matter, which amounts to a total of \$5,000.00. The civil penalties are apportioned as follows: \$1000.00 for violation of Rules 62-600.410(6) and 62-600.740(2)(c), Florida Administrative Code ("Fla. Admin. Code"); \$1,000.00 for violation of Rule 62-601.300(3)(c), Fla. Admin. Code; \$500.00 for violation of Rule 62-160.210(1), Fla. Admin. Code; and \$2000.00 for violation of Rules 62-600.740 (2) (a), and 62-600.440(4)(c), Fla. Admin. Code.

Respondent's Acceptance

If you wish to accept this offer and fully resolve the enforcement matter pending against Respondent, please sign this letter and return it to the Department's Southwest

District Office at 13051 North Telecom Parkway, Temple Terrace, FL 33637-0926 by March 31, 2012. The Department will then countersign it and file it with a designated clerk of the Department. Once the document is filed with the designated clerk, it will constitute a final order of the Department pursuant to Section 120.52(7), Florida Statute (Fla. Stat.), and will be effective unless a request for an administrative hearing is filed by a third party in accordance with Chapter 120, Fla. Stat. and the attached Notice of Rights.

By accepting this offer you, Mr. Richard Fox:

- (1) Certify that you are authorized and empowered to negotiate, enter into, and accept the terms of this offer in the name and on behalf of Respondent;
- (2) Acknowledge and waive Respondent's right to an administrative hearing pursuant to Sections 120.569 and 120.57, Fla. Stat., on the terms of this offer, once final;
- (3) Acknowledge and waive Respondent's right to an appeal pursuant to Section 120.68, Fla. Stat.; and
- (4) Acknowledge that payment of the above amount does not constitute a waiver of the Department's right, if any, to recover emergency response related costs and expenses for this matter.

The Department acknowledges that Respondent's acceptance of this offer does not constitute an admission of liability for the violations referenced above.

Respondent's Performance

After signing and returning this document to the Department,

- (1) Respondent must pay \$5,000.00 in full by June 1, 2012.
- (2) The payment must: (a) be in the form of a cashier's check or money order; (b) be payable to the "Department of Environmental Protection"; (c) include the OGC Number assigned above and the notation "Ecosystem Management and Restoration Trust Fund"; and (d) be sent to Southwest District Office at 13051 North Telecom Parkway, Temple Terrace, FL 33637-0926.

The Department may enforce the terms of this document, once final, and seek to collect monies owed pursuant to Sections 120.69 and 403.121, Fla. Stat.

Until clerked by the Department, this letter is only a settlement offer and not a final agency action. Consequently, neither Respondent nor any other party may request an administrative hearing to contest this letter pursuant to Chapter 120, Fla. Stat. Once this

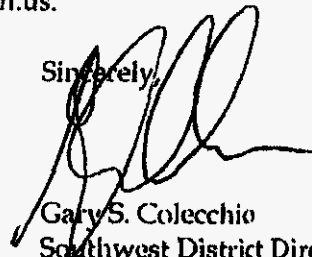
DEP v. Aqua Utilities Florida, Inc.
OGC File No. 11-1464
Facility ID No. FLA012773-Pasco County
Page 3 of 5

letter is clerked and becomes a final order of the Department, as explained above, the attached Notice of Rights will apply to parties, other than Respondent, whose interests will be substantially affected.

Please be aware that if Respondent declines to respond to the Department's offer, the Department will assume that Respondent is not interested in resolving the matter and will proceed accordingly.

If you have any questions, please contact Vicki McGucken at 813-632-7600 at extension 308 or at Vicki.McGucken@dep.state.fl.us.

Sincerely,



Gary S. Colecchio
Southwest District Director
Department of Environmental Protection

cc: Patricia Williams, Aqua Utilities Fla., Inc., prwilliams@aquaamerica.com
Richard Retz, Aqua Utilities Fla., Inc., rwretz@aquaamerica.com

FOR RESPONDENT:

I, RICHARD S. FOX, Richard Fox, HEREBY ACCEPT THE
TERMS OF THE SETTLEMENT OFFER IDENTIFIED ABOVE.

By: 
Signature

Date: MARCH 19, 2012

Title: Richard Fox
President
Aqua Utilities Florida, Inc.

DEP v. Aqua Utilities Florida, Inc.
OGC File No. 11-1464
Facility ID No. FLA012773-Pasco County
Page 4 of 5

FOR DEPARTMENT USE ONLY

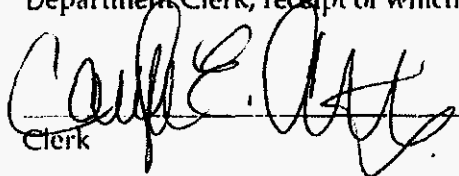
DONE AND ORDERED this 16 day of APRIL, 2012, in Hillsborough
County, Florida.

STATE OF FLORIDA DEPARTMENT
OF ENVIRONMENTAL PROTECTION



Gary S. Colecchio
Southwest District Director
Department of Environmental Protection

FILED, on this date, pursuant to section 120.52, Fla. Stat., with the designated
Department Clerk, receipt of which is hereby acknowledged.



Clerk

4/17/2012

Date

Attachments: Notice of Rights

Final clerked copy furnished to:
Lea Crandall, FDEP, lea.crandall@dep.state.fl.us
Patricia Williams, Aqua Utilities Fla., Inc., prwilliams@aquaamerica.com
Richard Retz, Aqua Utilities Fla., Inc., rwretz@aquaamerica.com

NOTICE OF RIGHTS

Persons who are not parties to this Order, but whose substantial interests are affected by it, have a right to petition for an administrative hearing under Sections 120.569 and 120.57, Fla. Stat. Because the administrative hearing process is designed to formulate final agency action, the filing of a petition concerning this Order means that the Department's final action may be different from the position it has taken in the Order.

The petition for administrative hearing must contain all of the following information:

- a) The OGC Number assigned to this Order;
- b) The name, address, and telephone number of each petitioner; the name, address, and telephone number of the petitioner's representative, if any, which shall be the address for service purposes during the course of the proceeding;
- c) An explanation of how the petitioner's substantial interests will be affected by the Order;
- d) A statement of when and how the petitioner received notice of the Order;
- e) Either a statement of all material facts disputed by the petitioner or a statement that the petitioner does not dispute any material facts;
- f) A statement of the specific facts the petitioner contends warrant reversal or modification of the Order;
- g) A statement of the rules or statutes the petitioner contends require reversal or modification of the Order; and
- h) A statement of the relief sought by the petitioner, stating precisely the action petitioner wishes the Department to take with respect to the Order.

The petition must be filed (received) at the Department's Office of General Counsel, 3900 Commonwealth Boulevard, MS# 35, Tallahassee, Florida 32399-3000 within 21 days of receipt of this notice. A copy of the petition must also be mailed at the time of filing to the District Office at the address indicated above. Failure to file a petition within the 21-day period constitutes a person's waiver of the right to request an administrative hearing, and to participate as a party to this proceeding under Sections 120.569 and 120.57, Fla. Stat. Mediation under Section 120.573, Fla. Stat., is not available in this proceeding.



Rick Scott
Governor

H. Frank Farmer, Jr., M.D., Ph.D.
State Surgeon General

February 29, 2012

Aqua Utilities Florida, Inc.
P.O. Box 2480
Lady Lake, FL 32158-2480

RECEIVED

MAR - 6 2012

RE: Breeze Hill MHP Pool
ID No. 53-60-00028

Aqua Utilities
Florida Inc.

NOTICE OF VIOLATION AND ORDER FOR CORRECTIVE ACTION

Dear Public Water System Owner:

The purpose of this letter is to advise you of the violation of law for which the above mentioned facility's public spa may be responsible, and to seek your cooperation in resolving the matter. A review of the facility's drinking water records indicates that violations of Florida Statutes and Rules may exist at the facility.

- You may have failed to install an anti-entrapment/anti-evisceration device on the Breeze Hill MHP public swimming pool.
 - During the recent inspection of your facility we were unable to locate a safety device or system now required by Florida law.
 - You may be aware that there is a new Florida law that requires that a direct suction public pool or spa built before January 1, 1993 to be equipped with a system or device that prevents suction entrapment injury or death. We have attached the statute for your reference. The new law became effective on July 1, 2011.
 - The new Florida law requires that anti-entrapment/anti-evisceration device or system be installed by a Florida licensed swimming pool contractor, and that the device must "protect against evisceration and body-and-limb entrapment". The state law requires a device or system to be certified by national engineering standards. These national standards require that the device be installed, tested, and continuously perform per the manufacturer's instructions. Since these anti-entrapment devices are essential to protect against entrapment injuries and fatalities, we suggest you discuss the standards and new statutory requirements with your licensed swimming pool contractor or a professional engineer. We have attached a device safety checklist that you should complete regularly and keep for your records to reduce the risk of entrapment or evisceration of a pool patron.

Daniel O. Haight, MD, FACP
Director

POLK COUNTY HEALTH DEPARTMENT
Environmental Engineering Division
2090 East Clower Street, Bartow, FL 33830-6741
Phone (863) 519-8330 FAX (863) 534-0245
www.mypolkchd.org

Hillory Register, Jr., MPH
Assistant Director

- The DOH swimming pool engineers believe a gravity drainage system using a collector tank is the safest anti-entrapment/anti-evisceration option, and encourage you to seriously consider this option. However, under the new law you can choose from the list of devices or systems in the statute.
- If one of the device or systems listed below is currently installed at your facility, we encourage you to submit information to DOH about the installation of such a device so that we have some assurance you are in compliance with the law.
 - safety vacuum release system;
 - suction limiting vent system with a tamper-resistant atmospheric opening; or
 - an automatic pump shut-off device.

You are requested to contact (863) 519-8330 Ext. 12151 upon receipt of this Notice of Violation and order for corrective action to arrange a meeting to discuss this matter. The Department is interested in reviewing any facts you may have that will assist in determining whether any violations have occurred. You may bring anyone with you to the meeting that you feel could help resolve this matter.

If you have any questions, please contact (863) 519-8330, ext 12151.

Sincerely,

Digitally signed by Owen Devine
DN: cn=Owen Devine, o=Environmental Engineering Division,
ou=Polk County Health Department,
email=Owen_Devine@doh.state.fl.us, c=US
Date: 2012.02.29 09:20:23 -05'00'

Owen Devine
Environmental Specialist II

Copy furnished to:

Roland Reis, Legal Council
Polk County Health Department
1290 Golfview Avenue, 4th floor
Bartow, Florida 33830

Cal Clair, Inc.
P.O. Box 1408
Lake Wales, FL 33859

Select Language

Powered by Google™ Translate

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1 Matches found for search results by name "breeze hill"

| Owner Name | Account ID | Address | City | Zip Code |
|---------------|------------|-----------------|------------|----------|
| 1 BREEZE HILL | 32116077 | 3698 BREEZE WAY | LAKE WALES | |


DISCLAIMER:

The Polk County Property Appraiser makes every effort to produce and publish the most current and accurate information possible. The PCPA assumes no responsibility for errors in the information and does not guarantee that the data are free from errors or inaccuracies. Similarly the PCPA assumes no responsibility for the consequences of inappropriate uses or interpretations of the data. No warranties, expressed or implied, are provided for the data herein, its use, or its interpretation. Utilization of the search facility indicates understanding and acceptance of this statement by the user.

Last Updated: Wednesday, February 29, 2012 at 3:36:52 AM

[Home](#) » [Return To Search Results](#)

Account Details: 32116077

 Trim Notice

Owners

AQUA UTILITIES FLORIDA INC
BREEZE HILL
WENDY CREWS

Mailing Address

Address 1 **PO BOX 2480**
Address 2
Address 3 **LADY LAKE FL 32158-2480**

Account Summary

Real Property
Millage Code **30000 UNINCORP/SOUTH FL WMD**
Account Type **B - BUSINESS ACCOUNT**
NAIGS **926130 - Regulation and Administration of Communications, Electric, Gas, and Other Utilities**

Site Address

Address 1 **3698 BREEZE WAY**
Address 2
City **LAKE WALES**
State **FL**
Zip Code

Exemptions

| DESCRIPTION | EXEMPTION AMOUNT |
|----------------------------|------------------|
| 08-29-FS196.183-AMENDMENT1 | \$25,000 |

NOTICE: All information ABOVE this notice is current (as of Wednesday, February 29, 2012 at 3:36:52 AM). All information BELOW this notice is from the 2011 Final Tax Roll, except where otherwise noted.

Value Summary

| | |
|-----------------|------------|
| Assessed Value | \$344,564 |
| Exemption | \$25,000 |
| Taxable Value | \$319,564 |
| Millage Rate | 15.6056 |
| Estimated Taxes | \$4,986.99 |

Your final tax bill may contain penalties which are not reflected on this page. Visit the [Polk County Tax Collector's site](#) for Tax Bill information related to this account.

Prior Year Final Values

2010

| | |
|----------------|--------------|
| Assessed Value | \$361,296.00 |
| Exemption | \$25,000.00 |
| Taxable Value | \$336,296.00 |

2009

| | |
|----------------|--------------|
| Assessed Value | \$302,771.00 |
| Exemption | \$25,000.00 |



Rick Scott
Governor

H. Frank Farmer, Jr., M.D., Ph.D.
State Surgeon General

March 7, 2012

Aqua Utilities Florida, Inc.
P.O. Box 2480
Lady Lake, FL 32158-2480

Dear Public Water System Owner:

After further review of the personal property appraisal web site, along with supporting documents received from you today it has been determined that the NOV & ORCA correspondence dated February 29, 2012 was sent in error.

Please accept my apology for the letter which was sent in error. Your understanding in this matter is greatly appreciated.

If you have any questions, please contact (863) 519-8330, ext 12151.

Sincerely,

Digitally signed by Owen Devine
DN: cn=Owen Devine, o=Environmental Engineering Division,
ou=Polk County Health Department,
email=Owen_Devine@doh.state.fl.us, c=US
Date: 2012.03.07 14:45:31 -05'00'

Owen Devine
Environmental Specialist II

Email copy to:

[Patricia R. Williams] PRWilliams@aquaamerica.com

Daniel O. Haight, MD, FACP
Director

POLK COUNTY HEALTH DEPARTMENT
Environmental Engineering Division
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Assistant Director