



# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK DRIVE  
TALLAHASSEE, FLORIDA 32399-0850

RECEIVED-FPSC

11 AUG 26 AM 11:19

-M-E-M-O-R-A-N-D-U-M-

COMMISSION  
CLERK

**DATE:** August 26, 2011

**TO:** Ann Cole, Commission Clerk, Office of Commission Clerk *ACB*

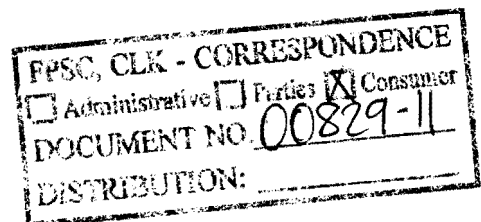
**FROM:** Lisa C. Bennett, Senior Attorney, Office of the General Counsel

**RE:** Docket No. 110019-WS - Aqua Utilities Florida, Inc.'s application for original certificate for an existing wastewater system, request for initial rates and charges for Harbor Hills Utilities, L.P.'s wastewater system, amendment of wastewater Certificate No. 120-S, in Lake County, to include Harbor Hills Utilities, L.P.'s wastewater service area; and application for approval of transfer of Harbor Hills Utilities, L.P.'s water system to Aqua Utilities Florida, Inc., amendment of Aqua Utilities Florida, Inc.'s water Certificate No. 106-W, in Lake County, to include the Harbor Hills Utilities, L.P.'s water service territory, and cancellation of Harbor Hills Utilities, L.P.'s water Certificate No. 522-W.

Please include in the correspondence side of the above-referenced docket file the following attached documents:

1. Response from Donna Gotts written on my letter to her dated August 1, 2011
2. Response letter from Mary Fulkerson dated August 12, 2011
3. Undeliverable letter to James McGovern returned by the U.S. Post Office

LCB:csc  
Attachments

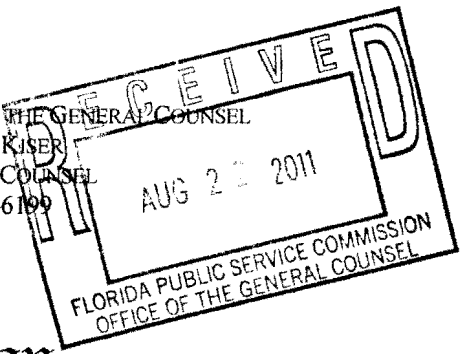


COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



OFFICE OF THE GENERAL COUNSEL  
S. CURTIS KISER  
GENERAL COUNSEL  
(850) 413-6199



Public Service Commission

August 1, 2011

Donna C. Gotts  
39113 Griffin Landing  
Lady Lake, FL 32159-6025

*Donna J. Gotts -  
I no longer own this  
property.*

**Re: Docket No. 110019-WS, Aqua Utilities Florida, Inc.'s application for original certificate for an existing wastewater system, request for initial rates and charges for Harbor Hills Utilities, L.P.'s wastewater system, amendment of wastewater Certificate No. 120-S, in Lake County, to include Harbor Hills Utilities, L.P.'s wastewater service area; and application for approval of transfer of Harbor Hills Utilities, L.P.'s water system to Aqua Utilities Florida, Inc., amendment of Aqua Utilities Florida, Inc.'s water Certificate No. 106-W, in Lake County, to include the Harbor Hills Utilities, L.P.'s water service territory, and cancellation of Harbor Hills Utilities, L.P.'s water Certificate No. 522-W.**

Dear Ms. Gotts:

We are in receipt of your correspondence in which you expressed your concerns regarding the granting of an original wastewater certificate and a transfer of a water certificate to Aqua Utilities, Florida. Before acting on your correspondence, the Commission must know your intent regarding your objection to the above referenced new certificate and transfer of existing certificate to be considered in this docket. According to your correspondence, you object to the granting of a new certificate and the transfer of the existing certificate to Aqua Utilities Florida. You have two options available to you. You may file a formal protest or you may ask that your correspondence be placed in the docket correspondence file.

Filing a formal protest means that you are asking the Commission to hold a formal hearing on Aqua Utilities Florida's above-styled petition. If you choose to pursue the formal protest, you will have certain rights and responsibilities to put on your case, including filing written testimony, participating in motion practice and formal discovery, filing a prehearing statement, attending a prehearing to be held in Tallahassee, Florida, putting on witnesses and cross-examining utility and other witnesses at the hearing, and filing a post-hearing brief. All of these activities will have due dates that will be required to be met by all parties to this proceeding. Although utility customers may represent themselves at formal hearings before the Florida Public Service Commission, it may be preferable to hire counsel or a qualified representative to represent you.



That being said, if you do not wish to pursue a formal hearing, your correspondence will be placed in the correspondence side of the docket file in this case, where your concerns will remain available for review and informational purposes. Additionally, upon your request, we can send you a copy of staff's recommendation and you may address the Commissioners at the Commission Conference.

If you wish to pursue a formal administrative hearing in the above referenced docket, please submit a petition initiating formal proceedings in accordance with the requirements of Rule 28-106.201, Florida Administrative Code, by **Friday, August 26, 2011**. I have attached a copy of the rule for your reference. Your petition should be made in writing and should be addressed to the Florida Public Service Commission, Director, Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850. If we do not hear from you by Friday, August 26, 2011, we will assume that you do not wish to pursue a formal hearing and your letter will be placed in the correspondence side of the docket file in the above referenced matter.

If you have any questions regarding the initiation of the protest process or the information contained herein, please do not hesitate to contact the undersigned at (850) 413-6230 or [lbennett@psc.state.fl.us](mailto:lbennett@psc.state.fl.us). You may also contact the Office of Public Counsel, c/o Stephen C. Reilly at (850) 488-9330.

Sincerely,

A handwritten signature in cursive script that reads "Lisa C. Bennett". The signature is written in dark ink and is positioned above the printed name.

Lisa Bennett, Esq.  
Senior Attorney  
Office of the General Counsel

cc: Office of Commission Clerk

**28-106.201 Initiation of Proceedings.**

(1) Unless otherwise provided by statute, and except for agency enforcement and disciplinary actions that shall be initiated under Rule 28-106.2015, F.A.C., initiation of proceedings shall be made by written petition to the agency responsible for rendering final agency action. The term "petition" includes any document that requests an evidentiary proceeding and asserts the existence of a disputed issue of material fact. Each petition shall be legible and on 8 1/2 by 11 inch white paper. Unless printed, the impression shall be on one side of the paper only and lines shall be double-spaced.

(2) All petitions filed under these rules shall contain:

(a) The name and address of each agency affected and each agency's file or identification number, if known;

(b) The name, address, and telephone number of the 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; and an explanation of how the petitioner's substantial interests will be affected by the agency determination;

(c) A statement of when and how the petitioner received notice of the agency decision;

(d) A statement of all disputed issues of material fact. If there are none, the petition must so indicate;

(e) A concise statement of the ultimate facts alleged, including the specific facts the petitioner contends warrant reversal or modification of the agency's proposed action;

(f) A statement of the specific rules or statutes the petitioner contends require reversal or modification of the agency's proposed action, including an explanation of how the alleged facts relate to the specific rules or statutes; and

(g) A statement of the relief sought by the petitioner, stating precisely the action petitioner wishes the agency to take with respect to the agency's proposed action.

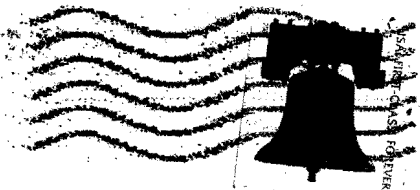
(3) Upon receipt of a petition involving disputed issues of material fact, the agency shall grant or deny the petition, and if granted shall, unless otherwise provided by law, refer the matter to the Division of Administrative Hearings with a request that an administrative law judge be assigned to conduct the hearing. The request shall be accompanied by a copy of the petition and a copy of the notice of agency action.

*Specific Authority 120.54(3), (5) FS. Law Implemented 120.54(5), 120.569, 120.57 FS. History--New 4-1-97, Amended 9-17-98, 1-15-07.*

Donna Gotts  
45533 Elmwood Circle  
Canton, MI 48188

METROPLEX MI 480

16 AUG 2011 PM 8 L



Public Service Comissison  
State of Florida/Office of General Counsel  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

32399-0850



COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



OFFICE OF THE GENERAL COUNSEL  
S. CURTIS KISER  
GENERAL COUNSEL  
(850) 413-6199

## Public Service Commission

August 1, 2011

James McGovern  
5533 Grove Manor  
Lady Lake, FL 32159-3534

**Re: Docket No. 110019-WS, Aqua Utilities Florida, Inc.'s application for original certificate for an existing wastewater system, request for initial rates and charges for Harbor Hills Utilities, L.P.'s wastewater system, amendment of wastewater Certificate No. 120-S, in Lake County, to include Harbor Hills Utilities, L.P.'s wastewater service area; and application for approval of transfer of Harbor Hills Utilities, L.P.'s water system to Aqua Utilities Florida, Inc., amendment of Aqua Utilities Florida, Inc.'s water Certificate No. 106-W, in Lake County, to include the Harbor Hills Utilities, L.P.'s water service territory, and cancellation of Harbor Hills Utilities, L.P.'s water Certificate No. 522-W.**

Dear Mr. McGovern:

We are in receipt of your correspondence in which you expressed your concerns regarding the granting of an original wastewater certificate and a transfer of a water certificate to Aqua Utilities, Florida. Before acting on your correspondence, the Commission must know your intent regarding your objection to the above referenced new certificate and transfer of existing certificate to be considered in this docket. According to your correspondence, you object to the granting of a new certificate and the transfer of the existing certificate to Aqua Utilities Florida. You have two options available to you. You may file a formal protest or you may ask that your correspondence be placed in the docket correspondence file.

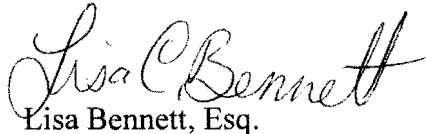
Filing a formal protest means that you are asking the Commission to hold a formal hearing on Aqua Utilities Florida's above-styled petition. If you choose to pursue the formal protest, you will have certain rights and responsibilities to put on your case, including filing written testimony, participating in motion practice and formal discovery, filing a prehearing statement, attending a prehearing to be held in Tallahassee, Florida, putting on witnesses and cross-examining utility and other witnesses at the hearing, and filing a post-hearing brief. All of these activities will have due dates that will be required to be met by all parties to this proceeding. Although utility customers may represent themselves at formal hearings before the Florida Public Service Commission, it may be preferable to hire counsel or a qualified representative to represent you.

That being said, if you do not wish to pursue a formal hearing, your correspondence will be placed in the correspondence side of the docket file in this case, where your concerns will remain available for review and informational purposes. Additionally, upon your request, we can send you a copy of staff's recommendation and you may address the Commissioners at the Commission Conference.

If you wish to pursue a formal administrative hearing in the above referenced docket, please submit a petition initiating formal proceedings in accordance with the requirements of Rule 28-106.201, Florida Administrative Code, by **Friday, August 26, 2011**. I have attached a copy of the rule for your reference. Your petition should be made in writing and should be addressed to the Florida Public Service Commission, Director, Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850. If we do not hear from you by Friday, August 26, 2011; we will assume that you do not wish to pursue a formal hearing and your letter will be placed in the correspondence side of the docket file in the above referenced matter.

If you have any questions regarding the initiation of the protest process or the information contained herein, please do not hesitate to contact the undersigned at (850) 413-6230 or [lbennett@psc.state.fl.us](mailto:lbennett@psc.state.fl.us). You may also contact the Office of Public Counsel, c/o Stephen C. Reilly at (850) 488-9330.

Sincerely,

A handwritten signature in black ink that reads "Lisa C. Bennett". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Lisa Bennett, Esq.  
Senior Attorney  
Office of the General Counsel

cc: Office of Commission Clerk

**28-106.201 Initiation of Proceedings.**

(1) Unless otherwise provided by statute, and except for agency enforcement and disciplinary actions that shall be initiated under Rule 28-106.2015, F.A.C., initiation of proceedings shall be made by written petition to the agency responsible for rendering final agency action. The term "petition" includes any document that requests an evidentiary proceeding and asserts the existence of a disputed issue of material fact. Each petition shall be legible and on 8 1/2 by 11 inch white paper. Unless printed, the impression shall be on one side of the paper only and lines shall be double-spaced.

(2) All petitions filed under these rules shall contain:

(a) The name and address of each agency affected and each agency's file or identification number, if known;

(b) The name, address, and telephone number of the 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; and an explanation of how the petitioner's substantial interests will be affected by the agency determination;

(c) A statement of when and how the petitioner received notice of the agency decision;

(d) A statement of all disputed issues of material fact. If there are none, the petition must so indicate;

(e) A concise statement of the ultimate facts alleged, including the specific facts the petitioner contends warrant reversal or modification of the agency's proposed action;

(f) A statement of the specific rules or statutes the petitioner contends require reversal or modification of the agency's proposed action, including an explanation of how the alleged facts relate to the specific rules or statutes; and

(g) A statement of the relief sought by the petitioner, stating precisely the action petitioner wishes the agency to take with respect to the agency's proposed action.

(3) Upon receipt of a petition involving disputed issues of material fact, the agency shall grant or deny the petition, and if granted shall, unless otherwise provided by law, refer the matter to the Division of Administrative Hearings with a request that an administrative law judge be assigned to conduct the hearing. The request shall be accompanied by a copy of the petition and a copy of the notice of agency action.

*Specific Authority 120.54(3), (5) FS. Law Implemented 120.54(5), 120.569, 120.57 FS. History--New 4-1-97, Amended 9-17-98, 1-15-07.*

State of Florida  
**Public Service Commission**

2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Mr. James McGovern  
5533 Grove Manor  
Lady Lake, FL 32159-3534



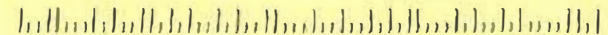
049J82053831  
\$00.440  
08/02/2011  
Mailed From 32399  
US POSTAGE

NIXIE 327 DE 1 00 08/17/11

RETURN TO SENDER  
NOT DELIVERABLE AS ADDRESSED  
UNABLE TO FORWARD

BC: 32399085099 \*0839-04150-02-39

321593534 R00  
321593534  
321593534



*August 12, 2011*

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

*To Whom It May Concern:*

*I am addressing the petition for the Docket No 110019-WS, Aqua Utilities Florida, Inc. application for original certificate for the existing water system and sewer systems N 106 W in Lake County to include the Harbor Hills Utilities, L.P.'s water service Territory and the cancellation of Harbor Hills Utilities, L.P.'s water Certificate No 552-W.*

*I have major concerns regarding this situation. First of all the quality and most of the cost. I am a widow and am on a fix income and I'm afraid that I will not be able to afford the increase that has been given to us in writing.*

*Most of all I have been trying to sell my home and have been unsuccessful doing so. I can't even imagine a potential buyer being open to pay these kinds of fees.*

*Please do not allow this to happen. The majority of this area is senior citizens and I'm sure they all feel the same as I do.*

*Respectfully,*

*Mary L. Fulkerson  
5700 Crestview Dr.  
Lady Lake, Fl 32159*

*Mary Fulkerson*





COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISE  
EDUARDO E. BALBIS  
JULIE L. BROWN

STATE OF FLORIDA



OFFICE OF THE GENERAL COUNSEL  
S. CURTIS KISER  
GENERAL COUNSEL  
(850) 413-6199

## Public Service Commission

August 1, 2011

Mary L. Fulkerson  
5700 Crestview Drive  
Lady Lake, FL 32159-5924

**Re: Docket No. 110019-WS, Aqua Utilities Florida, Inc.'s application for original certificate for an existing wastewater system, request for initial rates and charges for Harbor Hills Utilities, L.P.'s wastewater system, amendment of wastewater Certificate No. 120-S, in Lake County, to include Harbor Hills Utilities, L.P.'s wastewater service area; and application for approval of transfer of Harbor Hills Utilities, L.P.'s water system to Aqua Utilities Florida, Inc., amendment of Aqua Utilities Florida, Inc.'s water Certificate No. 106 W, in Lake County, to include the Harbor Hills Utilities, L.P.'s water service territory, and cancellation of Harbor Hills Utilities, L.P.'s water Certificate No. 522-W.**

Dear Ms. Fulkerson:

We are in receipt of your correspondence in which you expressed your concerns regarding the granting of an original wastewater certificate and a transfer of a water certificate to Aqua Utilities Florida. Before acting on your correspondence, the Commission must know your intent regarding your objection to the above referenced new certificate and transfer of existing certificate to be considered in this docket. According to your correspondence, you object to the granting of a new certificate and the transfer of the existing certificate to Aqua Utilities Florida. You have two options available to you. You may file a formal protest or you may ask that your correspondence be placed in the docket correspondence file.

Filing a formal protest means that you are asking the Commission to hold a formal hearing on Aqua Utilities Florida's above-styled petition. If you choose to pursue the formal protest, you will have certain rights and responsibilities to put on your case, including filing written testimony, participating in motion practice and formal discovery, filing a prehearing statement, attending a prehearing to be held in Tallahassee, Florida, putting on witnesses and cross-examining utility and other witnesses at the hearing, and filing a post-hearing brief. All of these activities will have due dates that will be required to be met by all parties to this proceeding. Although utility customers may represent themselves at formal hearings before the Florida Public Service Commission, it may be preferable to hire counsel or a qualified representative to represent you.

RECEIVED

OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32310

An Affirmative Action / Equal Opportunity Employer

PS: Website: <http://www.floridapsc.com>

Internet E-mail: [contact@state.fl.us](mailto:contact@state.fl.us)

AUG 19 2011  
Florida Public Service Commission  
Division of PCA

**28-106.201 Initiation of Proceedings.**

(1) Unless otherwise provided by statute, and except for agency enforcement and disciplinary actions that shall be initiated under Rule 28-106.2015, F.A.C., initiation of proceedings shall be made by written petition to the agency responsible for rendering final agency action. The term "petition" includes any document that requests an evidentiary proceeding and asserts the existence of a disputed issue of material fact. Each petition shall be legible and on 8 1/2 by 11 inch white paper. Unless printed, the impression shall be on one side of the paper only and lines shall be double-spaced.

(2) All petitions filed under these rules shall contain:

(a) The name and address of each agency affected and each agency's file or identification number, if known;

(b) The name, address, and telephone number of the 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, and an explanation of how the petitioner's substantial interests will be affected by the agency determination;

(c) A statement of when and how the petitioner received notice of the agency decision;

(d) A statement of all disputed issues of material fact. If there are none, the petition must so indicate;

(e) A concise statement of the ultimate facts alleged, including the specific facts the petitioner contends warrant reversal or modification of the agency's proposed action;

(f) A statement of the specific rules or statutes the petitioner contends require reversal or modification of the agency's proposed action, including an explanation of how the alleged facts relate to the specific rules or statutes; and

(g) A statement of the relief sought by the petitioner, stating precisely the action petitioner wishes the agency to take with respect to the agency's proposed action.

(3) Upon receipt of a petition involving disputed issues of material fact, the agency shall grant or deny the petition, and if granted shall, unless otherwise provided by law, refer the matter to the Division of Administrative Hearings with a request that an administrative law judge be assigned to conduct the hearing. The request shall be accompanied by a copy of the petition and a copy of the notice of agency action.

*Specific Authority: 120.54(3), (5) F.S. Law Implemented: 120.54(5), 120.569, 120.57 F.S. History: New 4-1-97; Amended 9-17-98, 1-15-07.*

RECEIVED

AUG 19 2011

Florida Public Service Commission  
Division of PCA

AUG 19 2011


Florida Public Service Commission  
Division of PCA

That being said, if you do not wish to pursue a formal hearing, your correspondence will be placed in the correspondence side of the docket file in this case, where your concerns will remain available for review and informational purposes. Additionally, upon your request, we can send you a copy of staff's recommendation and you may address the Commissioners at the Commission Conference.

If you wish to pursue a formal administrative hearing in the above referenced docket, please submit a petition initiating formal proceedings in accordance with the requirements of Rule 28-106.201, Florida Administrative Code, by **Friday, August 26, 2011**. I have attached a copy of the rule for your reference. Your petition should be made in writing and should be addressed to the Florida Public Service Commission, Director, Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850. If we do not hear from you by Friday, August 26, 2011, we will assume that you do not wish to pursue a formal hearing and your letter will be placed in the correspondence side of the docket file in the above referenced matter.

If you have any questions regarding the initiation of the protest process or the information contained herein, please do not hesitate to contact the undersigned at (850) 413-6230 or [lbennett@psc.state.fl.us](mailto:lbennett@psc.state.fl.us). You may also contact the Office of Public Counsel, c/o Stephen C. Reilly at (850) 488-9330.

Sincerely,

  
Lisa Bennett, Esq.  
Senior Attorney  
Office of the General Counsel

cc: Office of Commission Clerk

**RECEIVED**

**AUG 19 2011**

Florida Public Service Commission  
Division of PCA



COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

RECEIVED-FPSC

STATE OF FLORIDA

11 AUG 17 AM 9:13



OFFICE OF THE GENERAL COUNSEL  
S. CURTIS KISER  
GENERAL COUNSEL  
(850) 413-6199

COMMISSION  
CLERK

Public Service Commission

We request the Town of  
Lady Lake take  
over our water

FPSC, CLK - CORRESPONDENCE  
☐ Administrative ☐ Parties ☒ Consumer  
DOCUMENT NO. 00829-11  
DISTRIBUTION:

August 1, 2011

Please place our letter  
in the docket correspondence  
file. Thank you

Paul D. and Marsha L. Lafata  
38728 Lakeview Walk  
Lady Lake, FL 32159-6046

**Re: Docket No. 110019-WS, Aqua Utilities Florida, Inc.'s application for original certificate for an existing wastewater system, request for initial rates and charges for Harbor Hills Utilities, L.P.'s wastewater system, amendment of wastewater Certificate No. 120-S, in Lake County, to include Harbor Hills Utilities, L.P.'s wastewater service area; and application for approval of transfer of Harbor Hills Utilities, L.P.'s water system to Aqua Utilities Florida, Inc., amendment of Aqua Utilities Florida, Inc.'s water Certificate No. 106-W, in Lake County, to include the Harbor Hills Utilities, L.P.'s water service territory, and cancellation of Harbor Hills Utilities, L.P.'s water Certificate No. 522-W.**

Dear Mr. & Mrs. Lafata:

We are in receipt of your correspondence in which you expressed your concerns regarding the granting of an original wastewater certificate and a transfer of a water certificate to Aqua Utilities, Florida. Before acting on your correspondence, the Commission must know your intent regarding your objection to the above referenced new certificate and transfer of existing certificate to be considered in this docket. According to your correspondence, you object to the granting of a new certificate and the transfer of the existing certificate to Aqua Utilities Florida. You have two options available to you. You may file a formal protest or you may ask that your correspondence be placed in the docket correspondence file.

Filing a formal protest means that you are asking the Commission to hold a formal hearing on Aqua Utilities Florida's above-styled petition. If you choose to pursue the formal protest, you will have certain rights and responsibilities to put on your case, including filing written testimony, participating in motion practice and formal discovery, filing a prehearing statement, attending a prehearing to be held in Tallahassee, Florida, putting on witnesses and cross-examining utility and other witnesses at the hearing, and filing a post-hearing brief. All of these activities will have due dates that will be required to be met by all parties to this proceeding. Although utility customers may represent themselves at formal hearings before the Florida Public Service Commission, it may be preferable to hire counsel or a qualified representative to represent you.

That being said, if you do not wish to pursue a formal hearing, your correspondence will be placed in the correspondence side of the docket file in this case, where your concerns will remain available for review and informational purposes. Additionally, upon your request, we can send you a copy of staff's recommendation and you may address the Commissioners at the Commission Conference.

If you wish to pursue a formal administrative hearing in the above referenced docket, please submit a petition initiating formal proceedings in accordance with the requirements of Rule 28-106.201, Florida Administrative Code, by **Friday, August 26, 2011**. I have attached a copy of the rule for your reference. Your petition should be made in writing and should be addressed to the Florida Public Service Commission, Director, Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850. If we do not hear from you by Friday, August 26, 2011, we will assume that you do not wish to pursue a formal hearing and your letter will be placed in the correspondence side of the docket file in the above referenced matter.

If you have any questions regarding the initiation of the protest process or the information contained herein, please do not hesitate to contact the undersigned at (850) 413-6230 or [lbennett@psc.state.fl.us](mailto:lbennett@psc.state.fl.us). You may also contact the Office of Public Counsel, c/o Stephen C. Reilly at (850) 488-9330.

Sincerely,

A handwritten signature in blue ink that reads "Lisa C. Bennett". The signature is fluid and cursive, with the first name "Lisa" and last name "Bennett" clearly legible.

Lisa Bennett, Esq.  
Senior Attorney  
Office of the General Counsel

cc: Office of Commission Clerk

**28-106.201 Initiation of Proceedings.**

(1) Unless otherwise provided by statute, and except for agency enforcement and disciplinary actions that shall be initiated under Rule 28-106.2015, F.A.C., initiation of proceedings shall be made by written petition to the agency responsible for rendering final agency action. The term "petition" includes any document that requests an evidentiary proceeding and asserts the existence of a disputed issue of material fact. Each petition shall be legible and on 8 1/2 by 11 inch white paper. Unless printed, the impression shall be on one side of the paper only and lines shall be double-spaced.

(2) All petitions filed under these rules shall contain:

(a) The name and address of each agency affected and each agency's file or identification number, if known;

(b) The name, address, and telephone number of the 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; and an explanation of how the petitioner's substantial interests will be affected by the agency determination;

(c) A statement of when and how the petitioner received notice of the agency decision;

(d) A statement of all disputed issues of material fact. If there are none, the petition must so indicate;

(e) A concise statement of the ultimate facts alleged, including the specific facts the petitioner contends warrant reversal or modification of the agency's proposed action;

(f) A statement of the specific rules or statutes the petitioner contends require reversal or modification of the agency's proposed action, including an explanation of how the alleged facts relate to the specific rules or statutes; and

(g) A statement of the relief sought by the petitioner, stating precisely the action petitioner wishes the agency to take with respect to the agency's proposed action.

(3) Upon receipt of a petition involving disputed issues of material fact, the agency shall grant or deny the petition, and if granted shall, unless otherwise provided by law, refer the matter to the Division of Administrative Hearings with a request that an administrative law judge be assigned to conduct the hearing. The request shall be accompanied by a copy of the petition and a copy of the notice of agency action.

*Specific Authority 120.54(3), (5) FS. Law Implemented 120.54(5), 120.569, 120.57 FS. History—New 4-1-97, Amended 9-17-98, 1-15-07.*

Lafata

38728 Lakeview Walk  
Lady Lake, FL 32159

MID FLORIDA PDC  
FL 3272 T  
15 AUG 2011 PM



Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

32399+0850



Clifton E. and Clare Schoedl

39121 Treeline Drive

Lady Lake, FL 32119

352 753- 9358

RECEIVED-FPSC

11 AUG 15 AM 8:45

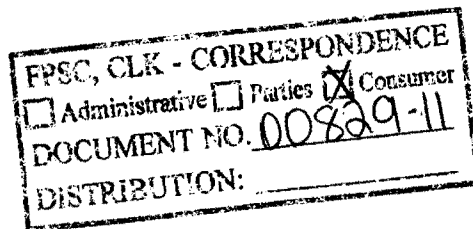
COMMISSION  
CLERK

11 AUG 15 AM 7:59

Lisa Bennet Esq

Senior Attorney

Office of the General Counsel



Dear Commissioners,

Please refer to Docket No. 110019-WS.

We object to Aqua Utilities Florida obtaining a transfer of a waste water certificate from Harbor Hills Utilities.

We are not interested in filing a formal protest.

We are interested in having all are correspondence put in the docket file of this case.

We also are requesting a copy of the staff's recommendation.

If there are any questions please get in contact with us.

Thank you.

Sincerely,

Clifton E. and Clare Schoedl

*Clare Schoedl* 8/11/2011  
*Clifton E. Schoedl*



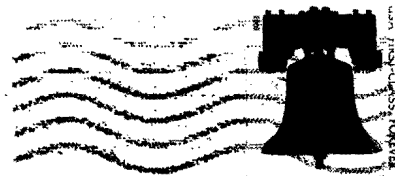


Mr. Cliff Schoerl  
39121 TreeLine Dr  
Lady Lake FL 32159

FL 32747

FL 32747

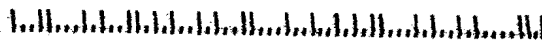
11 AUG 2011 PM



Florida Public Service Commission  
Director & Office of Commission Clerk  
2540 Sharnard Oak Boulevard  
Tallahassee, FL.

32399-0850

32399+0850



RECEIVED--FPSC

O'Driscoll  
5321 Saddleback Court  
Lady Lake, FL 32159  
110019-WS

11 AUG -9 AM 10: 22

COMMISSION  
CLERK

August 5, 2011

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

Re: Docket No. 110019-WS-Aqua Utilities Florida, Inc.'s Application for Application of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities, Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities, Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole:

I understand that the water and wastewater systems of the Harbor Hills Utilities, LO are being sold to Aqua Utilities Florida, Inc. (AUF). While these negotiations were underway for the better part of nearly two (2) years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice, and again on July 22<sup>nd</sup>.

Because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate. The notice which was provided to our residents was inaccurate and unclear.
- I believe the reputation and performance record of UAF is highly questionable, based on the facts of past experience in Florida and other states. I request that the Public Service Commission deny the transfer of the Harbor Hills Water Utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida.

Thank you for your attention to this most important matter.

Regards,

*Maureen O'Driscoll*  
*Donald O'Driscoll*  
Donald and Maureen O'Driscoll

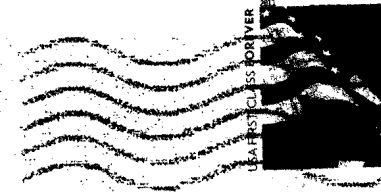
O'Driscoll  
5321 Saddleback Court  
Lady Lake, FL 32159

BROCKTON MA 023

05 AUG 2011 PM 4 L

WANTON CENTER

11 AUG -9 AM 6:57



***Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850***

32399+0850



FLORIDA PUBLIC SERVICE COMMISSION

FROM THE DESK OF

***Pamela Paultre***

RECEIVED-FPSC

11 AUG -4 AM 9:20

Please add the enclosed letters received by Commissioner  
Brisé's office to the correspondence side of Docket # 1100019-  
WS.

COMMISSION  
CLERK

Thank you!

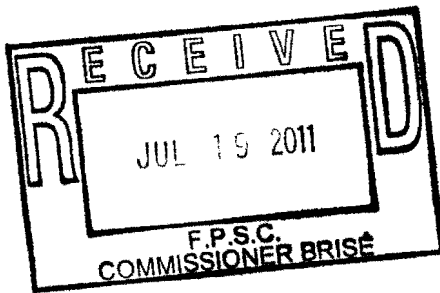
FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

6120 Topsail Rd.  
Lady Lake, FL 32159  
July 14, 2011

Commissioner Ronald A. Brise'  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Dear Commissioner Brise',

We are writing to urge the Public Service Commission (PSC) to deny AQUA Utilities Florida, Inc.'s application for a transfer of the waste-water certificate from Harbor Hills Utilities pursuant to Docket No. 110019-WS, as it is not in the best interest of the public and, in particular, your constituents. Despite AQUA's assertions in its application, *"The proposed acquisition would place the water and wastewater operations of the Harbor Hills water and wastewater system in the hands of an experienced company and industry leader whose sole focus in the provision of high quality water and wastewater service at reasonable prices."* AQUA's track record is contrary to this. The horror stories of ever-increasing , excessive rates, billing nightmares, poor water quality, and inadequate service, abound throughout AQUA's service areas to include Florida. Chuluota, Seminole County is experiencing, on average, 3 times the cost for water and sewage that nearby Oviedo is paying. Seminole County is working to purchase back the system from AQUA, but has not agreed to a valuation as yet. AQUA is saying that the value is about 4 times the valuation specified by Seminole County. The residents of Harbor Hills do not want to be faced with this situation. Additionally, AQUA is responsible for the great majority of complaints to the PSC by consumers, and they have also been fined for their billing problems. We, along with my neighbors, your constituents, urge you to ensure that Aqua's request for the transfer of the certificate be denied.



Robert and Jessica Carlton  
Harbor Hills Residents

July 25, 2011

ATTN: Commissioners Art Graham, Chairman, and ✓  
Eduardo E. Balbis, Lisa Polak Edgar, Ronald A. Brise', and Julie Immanuel Brown  
Florida Public Service commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

**RE: GULF POWER'S PROPOSED RATE HIKE**

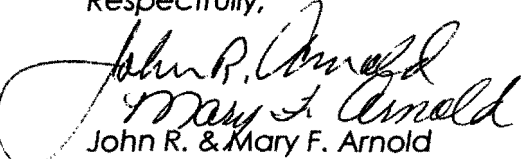
We are aware that Gulf Power is seeking a proposed 10% rate increase for Florida residential users. We feel that this is definitely NOT the time to be placing any additional financial burdens on the citizens. With so many out of work, and many only in part-time positions, people are struggling to keep the bills paid, and their families fed and clothed. This would also place an additional burden on the elderly and/or disabled, who have received no increase in their Social Security stipends.

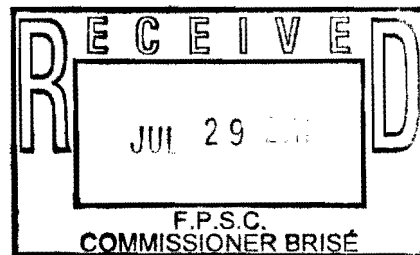
We have also become aware that Gulf Power has spent over \$28 million in land purchases in the past five years, much of which is sitting vacant and unused. If Gulf Power has the resources for excessive land purchases that they don't even need or use, it is unfair to expect the taxpayers to bear the burden of these actions.

**We oppose any rate increase at this time, and request that you take the above issues under consideration in making your decision regarding the requested rate hike.**

Thank you for your consideration.

Respectfully,

  
John R. & Mary F. Arnold  
7009 Dorr's Fence Street - P.O. Box 536  
Bagdad, FL 32530



**Craig & Deborah Bloxham**

39525 Grove heights  
Lady Lake, FL 32159

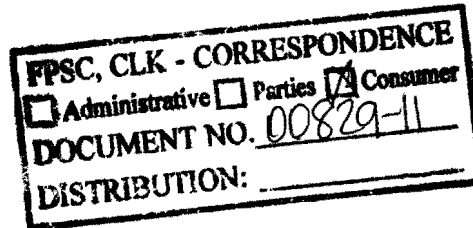
RECEIVED-FPSC  
11 AUG -4 AM 9:18

COMMISSION  
CLERK

11 AUG -4 AM 7:30

July 22, 2011

Ms. Ann Cole  
Florida Public Service Commission  
Tallahassee, Florida



Reference: Docket # 110019 (Aqua Utilities / Harbor Hills Utilities)

Dear Ms. Cole

Whereas we are residents of Harbor Hills we feel the transfer of our utilities to Aqua is not in our or the public best interest for the following reasons:

1. We the residents were not given any say or allowed any input in to this proposed transfer by our developer that owns Harbor Hills Utilities.
2. There are quite probably well qualified alternative purchasers that would be of much greater benefit to the residents of Harbor Hills if above application was denied.
3. Aqua Utilities has a horrid reputation based on what it has done in Florida nad other states as it relates to price increases and customer service.
4. There is much concern about the accuracies associated with documentation provided by Aqua and legal notices that were provided.

In conclusion we would respectfully request denial of their application.

Sincerely,

  
Craig Bloxham, Harbor Hills Resident

  
Deborah Bloxham, Harbor Hills Resident

Craig & Deborah Bloxham  
39525 Grove Heights  
Lady Lake, FL 32159

BURLINGTON VT 054

01 AUG 2011 PM 2 T



FLORIDA PUBLIC SERVICE COMMISSION  
2540 SHUMARD OAK BLVD  
TALLAHASSEE, FL 32399-0850

MS. ANN COLE

32399-0850







RECEIVED-FPSC

11 AUG -2 PM 2:06

COMMISSION  
CLERK

July 28, 2011

The Honorable Art Graham, Chairman  
Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee FL 32399-0850

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

Dear Chairman Graham:

At our July 26<sup>th</sup> meeting, the Lake County Board of County Commissioners adopted Resolution 2011-97 asking that you aggressively examine Aqua Utilities Florida, Inc.'s request for Transfer of Certificates from Harbor Hills Utilities under Rate Case Docket 110019 and 110019-WS and deny the transfer it its entirety.

The Board also asks that the Public Service Commission, in addition to its current standards, consider the economic impact of having the revenues from Lake County water resources transferred out of state.

A copy of this Resolution is enclosed for your consideration.

Sincerely,

Welton G. Cadwell  
Commissioner, District 5

:jh

Enc.

cc: Florida Public Service Commission  
--Commissioner Lisa Polak Edgar  
--Commissioner Ronald A. Brise  
--Commissioner Eduardo E. Balbis  
--Commissioner Julie Imanuel Brown  
Lake County Board of County Commissioners

RECEIVED

AUG 01 2011

OFFICE OF THE CLERK  
FLORIDA PUBLIC SERVICE COMMISSION  
TALLAHASSEE, FLORIDA 32399-0850

BOARD OF COUNTY COMMISSIONERS  
P.O. BOX 7800 ♦ 315 W. MAIN ST. ♦ TAVARES, FLORIDA 32778-7800 ♦ P 352.343.9850 ♦ F 352.343.9495  
Board of County Commissioners ♦ [www.lakecountyfl.gov](http://www.lakecountyfl.gov)

JENNIFER HILL  
District 1

SEAN M. PARKS, AICP, QEP  
District 2

JIMMY CONNER  
District 3

LESLIE CAMPIONE  
District 4

WELTON G. CADWELL  
District 5

**RESOLUTION**  
**2011-97**

A RESOLUTION OF THE LAKE COUNTY BOARD OF COUNTY COMMISSIONERS URGING THE FLORIDA PUBLIC SERVICE COMMISSION TO DILIGENTLY FULFILL ITS ROLE OF ENSURING THAT FLORIDA'S CONSUMERS RECEIVE SOME OF THEIR MOST ESSENTIAL SERVICES – ELECTRIC, NATURAL GAS, TELEPHONE, WATER AND WASTEWATER – IN A SAFE, AFFORDABLE, AND RELIABLE MANNER DURING ITS REVIEW OF THE AQUA UTILITIES RATE CASE DOCKET NO. 110019 & 110019-WS, "AQUA UTILITIES FLORIDA, INC.'S APPLICATION FOR ORIGINAL CERTIFICATE FOR AN EXISTING WASTEWATER SYSTEM, REQUEST FOR INITIAL RATES AND CHARGES FOR HARBOR HILLS UTILITIES, LP'S WASTEWATER SYSTEM, AMENDMENT OF WASTEWATER CERTIFICATE NO. 120-S, IN LAKE COUNTY, TO INCLUDE HARBOR HILLS UTILITIES, L.P.'S WASTEWATER SERVICE AREA; AND APPLICATION FOR APPROVAL OF TRANSFER OF HARBOR HILLS UTILITIES, L.P.'S WATER SYSTEM TO AQUA UTILITIES FLORIDA, INC., AMENDMENT OF AQUA UTILITIES FLORIDA, INC.'S WATER CERTIFICATE NO. 106-W, IN LAKE COUNTY, TO INCLUDE THE HARBOR HILLS UTILITIES, L.P.'S WATER SERVICE TERRITORY, AND CANCELLATION OF HARBOR HILLS UTILITIES, L.P.'S WATER CERTIFICATE NO. 522-W."

**WHEREAS**, the transfer of Harbor Hills Utilities, LP to Aqua Utilities Florida, Inc. is not in the public interest; and

**WHEREAS**, the rates charged to current customers of Aqua Utilities Florida, Inc. (a subsidiary of Aqua America) are excessive throughout the State, and the matter is currently before the Public Service Commission under separate Docket 110030-WS; and

**WHEREAS**, Aqua Utilities Florida, Inc. historically hikes up water bills through rapid-fire rate increases and seeks infrastructure surcharges to boost profits; their rates are excessive as compared to municipal water companies; and

**WHEREAS**, the developer sought out Aqua Utilities Florida, Inc. in 2009 without notifying Harbor Hills residents and giving them the opportunity to purchase the water company, form a cooperative, or seek other options which would be more beneficial to homeowners; and

**WHEREAS**, the official documentation/notifications for transferring the Certificates from Harbor Hills Utilities, LP to Aqua Utilities Florida, Inc. is continually inaccurate and unclear; and

**WHEREAS**, the record for satisfactory customer service performance and quality water by Aqua Utilities Florida, Inc. is unsatisfactory based on well documented facts of past experience in Florida and other States; and

**WHEREAS**, the Public Service Commission exercises regulatory authority over utilities in one or more of three key areas: rate base/economic regulation; competitive market oversight; and monitoring of safety, reliability, and services;

***NOW, THEREFORE, BE IT RESOLVED*** by the Lake County Board of County Commissioners that:

**Section 1.** The Public Service Commission aggressively examines Aqua Utilities Florida, Inc.'s request for Transfer of Certificates from Harbor Hills Utilities under Rate Case Docket 110019 and 110019-WS and deny the transfer in its entirety.

**Section 2.** The Public Service Commission, in addition to its current standards, must consider the economic impact of having the revenues from Lake County water resources being transferred out of the state.

***DONE AND RESOLVED*** by the Board of County Commissioners of Lake County, Florida in regular session this 26<sup>th</sup> day of July, 2011.



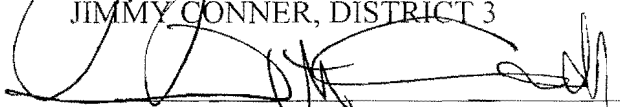
BOARD OF COUNTY COMMISSIONERS  
LAKE COUNTY, FLORIDA

  
JENNIFER HILL, CHAIRMAN


  
LESLIE CAMPIONE, VICE CHAIRMAN

  
SEAN PARKS, DISTRICT 2

  
JIMMY CONNER, DISTRICT 3

  
WELTON G. CADWELL, DISTRICT 5

ATTEST:

  
NEIL KELLY, CLERK TO THE  
BOARD OF COUNTY COMMISSIONERS  
LAKE COUNTY, FLORIDA

APPROVED AS TO FORM AND LEGAL  
SUFFICIENCY:

  
SANFORD A. MINKOFF  
COUNTY ATTORNEY

July 12, 2011

RECEIVED-FPSC

11 AUG -2 PM 1:57

COMMISSION  
CLERK

11 AUG -2 AM 7:36

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

I AM VERY WORRIED ABOUT OUR WATER --PLEASE HELP US!

RE: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County

Dear Ms. Cole,

I have been informed that the water (and wastewater) systems of the Harbor Hills Utilities LP--which is where I live are being sold to Aqua Utilities Florida, Inc (AUF). Apparently these negotiations were underway for the better part of nearly two years, and we were not informed of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on July 22.

WE SERIOUSLY OPPOSE THIS TRANSFER DUE TO THE FOLLOWING REASONS:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AQUA UTILITIES FLORIDA is highly questionable based on the facts of past experience in Florida and other States.

I REQUEST THAT THE PUBLIC SERVICE COMMISSION DENY THE TRANSFER OF HARBOR HILLS WATER UTILITIES OPERATING CERTIFICATES TO AQUA UTILITIES FLORIDA, and I request that you CONDUCT A THOROUGH INVESTIGATION ON THEIR PAST PRESENT OPERATIONS in the STATE OF FLORIDA as there are numerous complaints against them and there are thousands of disgruntled customers. That kind of practice should not be allowed to continue.

Sincerely,



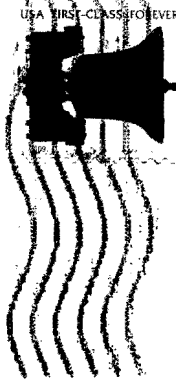
Anita Rosen  
5045 Harbor Heights  
Lady Lake, Florida 32159  
HOME (352) 633-3738  
CELL (352) 874-7186

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

ROSEN  
5045 HARBOUR HIDEOUTS  
LAKE LAKE, FL.  
32159

ORLANDO FL 328

30 JUL 11 PM 3 T



MS. ANN COLE  
COMMISSION CLERK  
FLORIDA PUBLIC SERVICE COMMISSION  
2540-SHUMARD OAK BLVD.  
PALM HARBOR, FL 32399-0850

# 110019

RECEIVED-FPSC

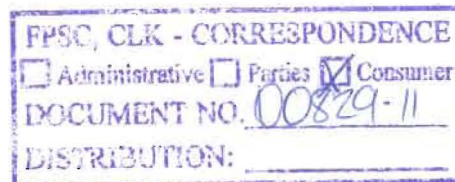
11 AUG -1 AM 11:04

COMMISSION  
CLERK



July 28, 2011

The Honorable Art Graham, Chairman  
Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee FL 32399-0850



Dear Chairman Graham:

At our July 26<sup>th</sup> meeting, the Lake County Board of County Commissioners adopted Resolution 2011-97 asking that you aggressively examine Aqua Utilities Florida, Inc.'s request for Transfer of Certificates from Harbor Hills Utilities under Rate Case Docket 110019 and 110019-WS and deny the transfer in its entirety.

The Board also asks that the Public Service Commission, in addition to its current standards, consider the economic impact of having the revenues from Lake County water resources transferred out of state.

A copy of this Resolution is enclosed for your consideration.

Sincerely,

Welton G. Cadwell  
Commissioner, District 5

:jh

Enc.

cc: Florida Public Service Commission  
--Commissioner Lisa Polak Edgar  
--Commissioner Ronald A. Brise  
--Commissioner Eduardo E. Balbis  
--Commissioner Julie Imanuel Brown  
Lake County Board of County Commissioners

BOARD OF COUNTY COMMISSIONERS

P.O. BOX 7800 ♦ 315 W. MAIN ST. ♦ TAVARES, FLORIDA 32778-7800 ♦ P 352.343.9850 ♦ F 352.343.9495

Board of County Commissioners ♦ [www.lakecountyfl.gov](http://www.lakecountyfl.gov)

JENNIFER HILL  
District 1

SEAN M. PARKS, AICB, QEP  
District 2

JIMMY CONNER  
District 3

LESLIE CAMPIONE  
District 4

WELTON G. CADWELL  
District 5



**RESOLUTION**  
**2011-97**

A RESOLUTION OF THE LAKE COUNTY BOARD OF COUNTY COMMISSIONERS URGING THE FLORIDA PUBLIC SERVICE COMMISSION TO DILIGENTLY FULFILL ITS ROLE OF ENSURING THAT FLORIDA'S CONSUMERS RECEIVE SOME OF THEIR MOST ESSENTIAL SERVICES – ELECTRIC, NATURAL GAS, TELEPHONE, WATER AND WASTEWATER – IN A SAFE, AFFORDABLE, AND RELIABLE MANNER DURING ITS REVIEW OF THE AQUA UTILITIES RATE CASE DOCKET NO. 110019 & 110019-WS. "AQUA UTILITIES FLORIDA, INC.'S APPLICATION FOR ORIGINAL CERTIFICATE FOR AN EXISTING WASTEWATER SYSTEM, REQUEST FOR INITIAL RATES AND CHARGES FOR HARBOR HILLS UTILITIES, LP'S WASTEWATER SYSTEM, AMENDMENT OF WASTEWATER CERTIFICATE NO. 120-S, IN LAKE COUNTY, TO INCLUDE HARBOR HILLS UTILITIES, L.P.'S WASTEWATER SERVICE AREA; AND APPLICATION FOR APPROVAL OF TRANSFER OF HARBOR HILLS UTILITIES, L.P.'S WATER SYSTEM TO AQUA UTILITIES FLORIDA, INC., AMENDMENT OF AQUA UTILITIES FLORIDA, INC.'S WATER CERTIFICATE NO. 106-W, IN LAKE COUNTY, TO INCLUDE THE HARBOR HILLS UTILITIES, L.P.'S WATER SERVICE TERRITORY, AND CANCELLATION OF HARBOR HILLS UTILITIES, L.P.'S WATER CERTIFICATE NO. 522-W."

**WHEREAS**, the transfer of Harbor Hills Utilities, LP to Aqua Utilities Florida, Inc. is not in the public interest; and

**WHEREAS**, the rates charged to current customers of Aqua Utilities Florida, Inc. (a subsidiary of Aqua America) are excessive throughout the State, and the matter is currently before the Public Service Commission under separate Docket 110030-WS; and

**WHEREAS**, Aqua Utilities Florida, Inc. historically hikes up water bills through rapid-fire rate increases and seeks infrastructure surcharges to boost profits; their rates are excessive as compared to municipal water companies; and

**WHEREAS**, the developer sought out Aqua Utilities Florida, Inc. in 2009 without notifying Harbor Hills residents and giving them the opportunity to purchase the water company, form a cooperative, or seek other options which would be more beneficial to homeowners; and

**WHEREAS**, the official documentation/notifications for transferring the Certificates from Harbor Hills Utilities, LP to Aqua Utilities Florida, Inc. is continually inaccurate and unclear; and

**WHEREAS**, the record for satisfactory customer service performance and quality water by Aqua Utilities Florida, Inc. is unsatisfactory based on well documented facts of past experience in Florida and other States; and

**WHEREAS**, the Public Service Commission exercises regulatory authority over utilities in one or more of three key areas: rate base/economic regulation; competitive market oversight; and monitoring of safety, reliability, and services;

***NOW, THEREFORE, BE IT RESOLVED*** by the Lake County Board of County Commissioners that:

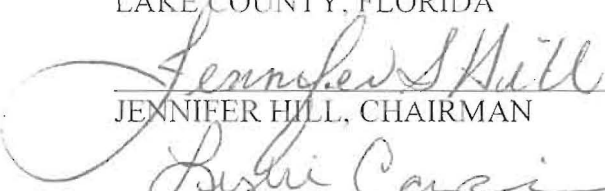
**Section 1.** The Public Service Commission aggressively examines Aqua Utilities Florida, Inc.'s request for Transfer of Certificates from Harbor Hills Utilities under Rate Case Docket 110019 and 110019-WS and deny the transfer in its entirety.


**Section 2.** The Public Service Commission, in addition to its current standards, must consider the economic impact of having the revenues from Lake County water resources being transferred out of the state.


***DONE AND RESOLVED*** by the Board of County Commissioners of Lake County, Florida in regular session this 26<sup>th</sup> day of July, 2011.



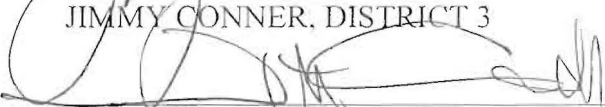
BOARD OF COUNTY COMMISSIONERS  
LAKE COUNTY, FLORIDA

  
JENNIFER HILL, CHAIRMAN


  
LESLIE CAMPIONE, VICE CHAIRMAN

  
SEAN PARKS, DISTRICT 2

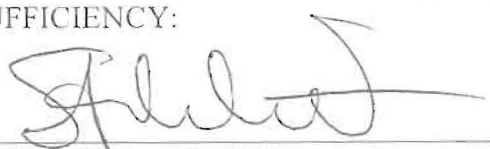
  
JIMMY CONNER, DISTRICT 3

  
WELTON G. CADWELL, DISTRICT 5

ATTEST:

  
NEIL KELLY, CLERK TO THE  
BOARD OF COUNTY COMMISSIONERS  
LAKE COUNTY, FLORIDA

APPROVED AS TO FORM AND LEGAL  
SUFFICIENCY:

  
SANFORD A. MINKOFF  
COUNTY ATTORNEY



**Nicholas Culbreth**

5111 Grove Manor  
Lady Lake, Florida 32159-3526  
(352)750-6766  
[nicklc2010@hotmail.com](mailto:nicklc2010@hotmail.com)

RECEIVED-FPSC/7  
11 AUG -1 AM 9:18  
COMMISSION  
CLERK

POSTED TO MAIL CENTER  
AUG -1 AM 8:19

July 31, 2011

Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850



Reference Docket #110019

Dear Members of the Florida PSC:

I respectfully request that you **do not** approve the transfer of Harbor Hills Utility to Aqua.

I have lost over 35% of the former value of my house, I have not had a COLA in my SS or other retirement funds for two years, I have lost a significant portion of my mutual fund and inflation is taking a toll.

"The transfer of the water system to AUF is not in the public interest.. I question whether the proposed wastewater service documentation is accurate. The Notice which was provided to the residents was inaccurate and unclear. I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida."

The last thing I need is any increase in my water bills. It is unconscionable. Aqua has a terrible reputation for drastic raises in their rate. Therefor, please reject the transfer.

## Aqua customers facing huge rate hike

By Fred Hiers  
Staff writer

**Published: Friday, June 3, 2011 at 6:02 p.m.**

**Last Modified: Friday, June 3, 2011 at 6:02 p.m.**

Page 1 of 2

“ Water rates will increase a hefty 65.5 percent for Marion County customers of Aqua Utilities Florida, which serves the Ocala Oaks subdivision. The hike makes it the most expensive water utility in Marion.

The company has about 1,800 customers in Ocala Oaks, a subdivision off Northeast 35th Street. It also has about 800 customers in Arredondo Estates and Arredondo Farms in Gainesville.

The utility petitioned the Public Service Commission last year to bring in \$4.1 million more in fees from its Florida customers. Aqua said it needed the money to improve many of the systems that it purchased during the past several years and are in disrepair.

Last month, the PSC approved a \$2.6 million increase, reprimanding the company for its “marginal quality of service” and ordering it to develop plans for better service.

Marion County customers, who typically use about 7,000 gallons per month, will see their bills jump from \$29.15 per month to \$48.24 per month, according to PSC spokesman Todd Brown.

By comparison, Ocala Utility Services charges \$16.26 for 7,000 gallons of water.

Gainesville water customers receiving water from Aqua will see rates drop 7.4 percent to \$65 per month, but wastewater rates will increase 17.2 percent to \$91.55 for a typical 6,000 gallons of wastewater treatment.

Aqua has 23,000 customers throughout Florida and 3 million total in 13 states.

The new rates are scheduled to go into effect some time after July, unless customers object and convince the PSC to put the increases on hold.

Some already say the increases are unfair.

**Modified: Friday, June 3, 2011 at 6:02 p.m.**

Page 2 of 2

Water rates will increase a hefty 65.5 percent for Marion County customers of Aqua Utilities Florida, which serves the Ocala Oaks subdivision. The hike makes it the most expensive water utility in Marion.

The company has about 1,800 customers in Ocala Oaks, a subdivision off Northeast 35th Street. It also has about 800 customers in Arredondo Estates and Arredondo Farms in Gainesville.

The utility petitioned the Public Service Commission last year to bring in \$4.1 million more in fees from its Florida customers. Aqua said it needed the money to improve many of the systems that it purchased during the past several years and are in disrepair.

Last month, the PSC approved a \$2.6 million increase, reprimanding the company for its “marginal quality of service” and ordering it to develop plans for better service.

Marion County customers, who typically use about 7,000 gallons per month, will see their bills jump from \$29.15 per month to \$48.24 per month, according to PSC spokesman Todd Brown.

By comparison, Ocala Utility Services charges \$16.26 for 7,000 gallons of water.

Gainesville water customers receiving water from Aqua will see rates drop 7.4 percent to \$65 per month, but wastewater rates will increase 17.2 percent to \$91.55 for a typical 6,000 gallons of wastewater treatment.

Aqua has 23,000 customers throughout Florida and 3 million total in 13 states.

The new rates are scheduled to go into effect some time after July, unless customers object and convince the PSC to put the increases on hold.

Some already say the increases are unfair.

"They (Aqua) knew what they were purchasing when they bought their systems. Then they run back to the PSC and cry poor mouth," said Frank Reams of Friends of Locally Owned Water, a Florida water customer advocacy group.

"The company service is just as bad as it was (years ago)," Reams said. "The company just ignores its customers."

Aqua Utilities Florida President Judy Wallingford said that although the PSC didn't grant the full increase her company sought, the approved amount was a recognition that continued repairs and improvements to the systems were warranted.

Wallingford did not immediately know if improvements were slated for the company's utilities in either Marion or Alachua counties.

"We knew that our customers weren't 100 percent happy with some of the aesthetic (qualities of the) system," she said.

Although the water meets state and federal standards, Wallingford said there have been problems with taste and odor. She said that the systems were being addressed as funding became available.

Aqua is a relatively small water utility in Marion County.

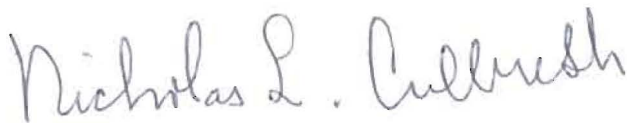
Marion County Utilities has nearly 29,000 customers, followed by Ocala Utility Services, which provides water to nearly 23,000 customers. Belleview's municipal utility service has about 2,200 customers.

There are 16 non-municipal utility companies operating in Marion County, according to PSC records.

Even before the hikes, Aqua already had the second-highest water rates in Marion, according to PSC documents.

Reams said that if Aqua customers were unhappy enough, they might always resort to sinking their own wells and bypassing their water supplier."

Sincerely,

A handwritten signature in blue ink that reads "Nicholas L. Culbreth". The signature is written in a cursive, flowing style.

Nicholas Culbreth

Nicholas Culbreth  
5111 Grove Manor  
Lady Lake, Florida 32159-3526

Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850



Docket # 110019

3239990850



RECEIVED-FPSC

11 JUL 29 AM 8:56

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

COMMISSION  
CLERK

11 JUL 29 AM 7:28

RE: Docket No. 110019-WS - Aqua Utilities Florida, Inc's Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole,

My husband and I have been advised of the pending sale of Harbor Hills water and wastewater to Aqua Utilities Florida, Inc. (AUF). This was a shock and a great disappointment. The property owners in Harbor Hills were in the dark regarding these negotiations for nearly two years. We became aware of this sale through the required PSC notices.

Good quality water should be the right of every homeowner. When we bought our home here in Harbor Hills, the water quality was exemplary and continued being so. The sale of our water to a company with such a well known, extremely poor reputation for water quality, inadequate service and a penchant for their unreasonable raising of rates after they acquire properties is beyond comprehension. This sale is certainly NOT in the best interests of Harbor Hills residents - the public.

We, the people, beseech you, the Public Service Commission, deny the transfer of the Harbor Hills water utilities operating certificates to AUF. It would be prudent the the PSC to conduct a thorough investigation on Aqua's past and present operations in the State of Florida.

Thank you for your consideration of this request.

Sincerely,

Jim and Janice Brecht

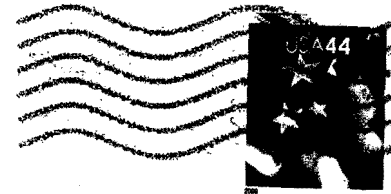
*Janice Brecht*  
*James Brecht*

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

6224 Landings Blvd  
LADY LAKE, FL 32159  
352-259-9528

MID FLORIDA FL 337

27 JUL 2011 PM 1 T



Ms. Ann Cole, Commission Clerk  
Fl. Public Service Commission  
2540 SHUMARD OAK BLVD.  
TALLAHASSEE, FL 32399-0850

32399+0850





RECEIVED-FPSC

11 JUL 28 AM 8:57

COMMISSION  
CLERK

Pat & Ron Cople  
5740 Spinnaker Loop  
Lady Lake, FL 32159  
(352) 259-6969  
e-mail: [patcople@aol.com](mailto:patcople@aol.com)

11 JUL 28 AM 7:43

110019-WS

July 21, 2011

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Docket No. 110019-WS-Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole,

We have been full time residents of Harbor Hills since the purchase of our home in October 2002. As such we utilize Harbor Hills Utilities. It is our understanding that negotiations were underway for the sale of Harbor Hills Utilities, LP to Aqua Utilities Florida, Inc. (AUF) for the better part of two years; however homeowners were not advised of the sale until January 2011 through required PSC notice and again on July 22.

After listening to anecdotal comments and reviewing numerous documents, we are opposed to this transfer. We oppose this transfer for the following reason:

- We believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. We request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida.

Sincerely,

  
Ronald D. Cople

  
Patricia A. Cople

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION:		

Mr. & Mrs. Ronald Cople  
5740 Spinnaker Loop  
Lady Lake, FL 32159

MID FLORIDA PDC

FL 32721

21 JUL 2011 PM



**Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850**

32399+0850





RECEIVED-FPSC

11 JUL 26 PM 2:39

COMMISSION  
CLERK

Dr. Marshall S. Grillo and Margra L. Grillo  
5239 Grove Manor  
Lady Lake, Florida 32159  
Telephone/Fax 352-753-7591  
Email: mlgrillo5239@gmail.com  
July 14, 2011

11 JUL 26 AM 7:28

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

Regarding: Docket No. 110019-WS-Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities of Florida, Inc. and Amendment Of Certificate in Lake County, Florida and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges and Amendment of Certificate in Lake County, Florida.

To: Public Service Commissioners

As the owners of two homes in Harbor Hills, my husband and I wrote a letter to you on January 29, 2011 regarding the notice the Application for Approval of Transfer of the Water System of Harbor Hills Utility, L.P. in Lake County Florida to Aqua Utilities Florida, Inc. and Amendment of AUF's Certificate No. 106W. Included in our initial letter were fourteen questions and concerns regarding AUF. Since that time most of our questions have been addressed and we are appalled at the record this company has, not only in Florida but in the other states where they provide water to the citizens. We understand the number of complaints about them that have been submitted to you totals more than all other complaints combined! Approval of the transfer certainly would not be in the public's interest.

We also would like you to consider that the initial proposed wastewater service documentation that was submitted by AUF was flawed and new documents had to be submitted. We question the accuracy of the information in the revised proposal and feel that the Notice that was provided to the Harbor Hills residents was inaccurate and unclear.

Although the planning for the sale took nearly two years, the residents were neither informed nor notified about it until January 2011. If we had been, we could have organized to make an offer to buy it ourselves. The Harbor Hills property owners had a meeting on March 22, 2011 regarding this issue. There were over 500 people in attendance to hear about AUF. Since our follow up March 24, 2011 letter to you, we have become aware of the fact that the residents of Harbor Hills intend to research

possible alternatives that could include local governmental areas or forming a co-operative made up of Harbor Hills residents.

. We are requesting the Commission members note our objections to the transfer of the certificate from a utility that has given the community good water and good service to a company that has a record of charging exorbitant rates for delivering poor quality water and giving their customers poor service.

We ask the Public Service Commission to do a thorough investigation of the AUF's past and present operations in Florida before considering the transfer of the Harbor Hills Utility to them. We encourage the commission to deny the transfer, or if more time is needed, postpone action so that they can investigate the other options. If more information on these alternatives is necessary, we suggest that the commissioners delay the transfer to get any additional facts they deem necessary. We feel further investigation will show that an approval to transfer the certificate is very definitely not in the best interests of the public.

Sincerely,

A handwritten signature in cursive script that reads "Margra L. Grillo".

Margra L. Grillo

N. Grillo  
239 Grove Manor  
Lady Lake FL 32159

SAGINAW MI 486  
20 JUL 2011 PM 2 T



Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

32399-0850





Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

RECEIVED-FPSC

11 JUL 26 PM 2:38

COMMISSION  
CLERK

EDMUND M. APPLEBAUM CENTER  
11 JUL 26 AM 7:31

110019-WS

SUBJECT: Docket # ~~110010-WS~~ Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Floriday, Inc. And Amendment of Certificate in Lake County, FL., and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

July 21, 2011

Dear Ms. Cole,

Please add our voices to that of other Harbor Hills residents who have written to object to the possible transfer of water (and wastewater) certificates from Harbor Hills Utilities to Aqua Utilities, FL. My reasons are as follows:

1. There are other and better entities that could buy this utility and the residents are begging for the opportunity to recruit them.
2. Aqua Utilities is known for its rate increases, which occur roughly every two years.
3. Aqua rates are significantly higher than rates charged by community-owned utilities.
4. Even the PSC reprimanded Aqua Utilities as recently as May 2011 for its "marginal quality of service". What public interest could possibly be served by allowing this company to buy into another community, especially one that doesn't want it?

We beg the Public Service Commission to postpone or reject the transfer of water (and wastewater) certificates from Harbor Hills Utilities to Aqua Utilities, FL. The residents of Harbor Hills will not be well served by such a transfer!

Sincerely,

*Mary E. Applebaum Edmund M Applebaum*

Mary E. Applebaum  
6229 Topsail Rd.  
Lady Lake, FL 32159

Edmund M. Applebaum  
6229 Topsail Rd.  
Lady Lake, FL 32159

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		



EDMUND M APPLEBAUM  
6229 TOPSAIL RD  
LADY LAKE FL 32159-5933

MID FLORIDA PDC

FL 32741

22 JUL 2011 PM



USA FIRST CLASS PERMIT NO. 10000

Ann Cole, Commission Clerk  
Florida Public Service Comm.  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

32399+0850



RECEIVED-FPSC

11 JUL 26 PM 2: 33

COMMISSION  
CLERK

O'Driscoll  
5321 Saddleback Court  
Lady Lake, FL 32159

11 JUL 26 AM 7: 40

July 18, 2011

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Re: Docket No. 110019-WS-Aqua Utilities Florida, Inc.'s Application for Application of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities, Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities, Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole:

I understand that the water and wastewater systems of the Harbor Hills Utilities, LO are being sold to Aqua Utilities Florida, Inc. (AUF). While these negotiations were underway for the better part of nearly two (2) years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice, and again on July 22<sup>nd</sup>.

Because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate. The notice which was provided to our residents was inaccurate and unclear.
- I believe the reputation and performance record of UAF is highly questionable, based on the facts of past experience in Florida and other states. I request that the Public Service Commission deny the transfer of the Harbor Hills Water Utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida.

Thank you for your attention to this most important matter.

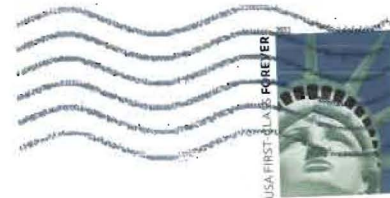
Regards,

*Donald O'Driscoll*  
*Maureen O'Driscoll*  
Donald and Maureen O'Driscoll

O'Driscoll  
43 Gia Lane  
Mashpee, MA 02649

BROCKTON MA 023

21 JUL 2011 PM 2 T



*Ms. Ann Cole  
Commission Clark  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850*

323990850



**Diamond Williams**

110019-WS

**From:** Diamond Williams  
**Sent:** Monday, July 25, 2011 10:11 AM  
**To:** Office of Commissioner Brisé  
**Cc:** Commissioners Advisors; Administrative Assistants - Commission Suite; Ann Cole; Hong Wang  
**Subject:** FW: correspondence to docket # 110019  
**Attachments:** SKMBT\_36311072215090

Thank you for this information. These attachments have been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 110019-WS.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: [diwillia@psc.state.fl.us](mailto:diwillia@psc.state.fl.us)  
Phone: 850-413-6094

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION:		

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

---

**From:** Carol Purvis **On Behalf Of** Ann Cole  
**Sent:** Friday, July 22, 2011 4:18 PM  
**To:** Diamond Williams  
**Cc:** Hong Wang; Ann Cole  
**Subject:** FW: correspondence to docket # 110019

Please handle

---

**From:** Pamela Paultre  
**Sent:** Friday, July 22, 2011 4:12 PM  
**To:** Ann Cole  
**Subject:** correspondence to docket # 110019

Ann,

Please add this letter received by our office as correspondence regarding Docket # 110019.

Thank you,

Pamela

7/25/2011

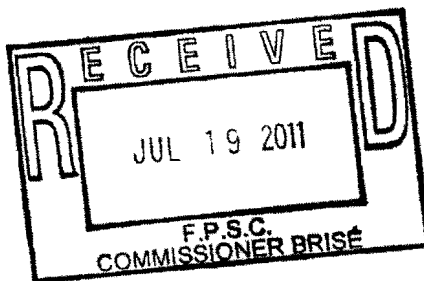


6120 Topsail Rd.  
Lady Lake, FL 32159  
July 14, 2011

Commissioner Ronald A. Brise'  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Dear Commissioner Brise',

We are writing to urge the Public Service Commission (PSC) to deny AQUA Utilities Florida, Inc.'s application for a transfer of the waste-water certificate from Harbor Hills Utilities pursuant to Docket No. 110019-WS, as it is not in the best interest of the public and, in particular, your constituents. Despite AQUA's assertions in its application, *"The proposed acquisition would place the water and wastewater operations of the Harbor Hills water and wastewater system in the hands of an experienced company and industry leader whose sole focus in the provision of high quality water and wastewater service at reasonable prices."* AQUA's track record is contrary to this. The horror stories of ever-increasing , excessive rates, billing nightmares, poor water quality, and inadequate service, abound throughout AQUA's service areas to include Florida. Chuluota, Seminole County is experiencing, on average, 3 times the cost for water and sewage that nearby Oviedo is paying. Seminole County is working to purchase back the system from AQUA, but has not agreed to a valuation as yet. AQUA is saying that the value is about 4 times the valuation specified by Seminole County. The residents of Harbor Hills do not want to be faced with this situation. Additionally, AQUA is responsible for the great majority of complaints to the PSC by consumers, and they have also been fined for their billing problems. We, along with my neighbors, your constituents, urge you to ensure that Aqua's request for the transfer of the certificate be denied.

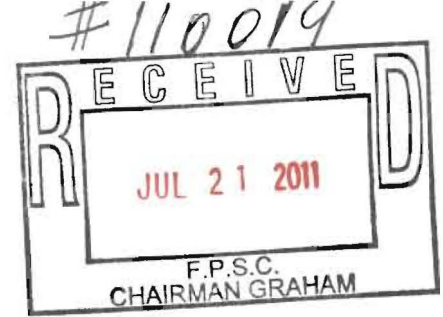


Robert and Jessica Carlton  
Harbor Hills Residents

RECEIVED-FPSC

11 JUL 22 AM 9:56

COMMISSION  
CLERK



July 18, 2011

Honorable Art Graham  
Chairman, Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850



Dear Mr. Chairman:

I would like to put a positive spin on why I and my neighbors are asking the Public Services Commission to reject the sale of the Harbor Hills Water Company to Aqua Utilities, Florida, Inc.

The Lady Lake community of Harbor Hills is one of the nicest places to live in Florida. While our homes are only modest in size, our views of Lake Griffin are breathtaking, our rolling hills are rare and delightful and most of all we take pride in maintaining our houses, our lawns and our shrubbery.

Because we irrigate our property, we are a "cash cow" to whoever provides our water and that is where the positive spin comes in. The Town of Lady Lake currently maintains a well run water supply facility for its residents. Like most Florida cities, Lady Lake is in need of funds and I believe its leadership would welcome the opportunity to purchase the company that supplies our water and add hundreds of thousands of dollars annually to its treasury. There is more good news, the Town of Lady Lake, unlike Aqua Utilities, Florida, has an excellent reputation for providing quality water and at reasonable prices.

If the Town of Lady Lake is not interested in purchasing the Harbor Hills Water Company, and we have reason to believe they are interested, we neighbors would be delighted to buy this "cash cow" and contract with the Town for maintenance and operation.

In my opinion, either of these scenarios is preferable to allowing the sale of the Harbor Hills Water Company to Aqua Utilities Florida, Inc. for the following reasons:

Our water quality would be better

Our water system would be properly maintained

Our water rates would be more reasonable

ALL OF THE MONEY WE SPEND FOR FLORIDA'S WATER WOULD STAY IN  
FLORIDA

I would welcome the opportunity to bring a small group of my neighbors who have researched these two options to discuss their merits in detail. Please let me know if we could meet with you or someone on your staff for such a discussion.

Sincerely,

A handwritten signature in dark ink, appearing to read 'T. Reed', with a stylized, cursive script.

Talmadge W. Reed  
38720 Oak Place Court  
Lady Lake, Florida, 32159  
(352) 750-9971  
talmadgereed@comcast.net

110019-WS

State of Florida



## Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

RECEIVED-FPSC

11 JUL 22 AM 8:53

COMMISSION  
CLERK

-M-E-M-O-R-A-N-D-U-M-

---

**DATE:** July 21, 2011

**TO:** Ann Cole, Commission Clerk, Office of Commission Clerk

**FROM:** Katherine E. Fleming, Assistant to Commissioner Brown *KET*

**RE:** Docket No. 110019-WS – Aqua Utilities Florida, Inc.'s application for original certificate for an existing wastewater system, request for initial rates and charges for Harbor Hills Utilities, L.P.'s wastewater system, amendment of wastewater Certificate No. 120-S, in Lake County, to include Harbor Hills Utilities, L.P.'s wastewater service area; and application for approval of transfer of Harbor Hills Utilities, L.P.'s water system to Aqua Utilities Florida, Inc., amendment of Aqua Utilities Florida, Inc.'s water Certificate No. 106-W, in Lake County, to include the Harbor Hills Utilities, L.P.'s water service territory, and cancellation of Harbor Hills Utilities, L.P.'s water Certificate No. 522-W.

---

Please place the attached document in Docket Correspondence - Consumers and their Representatives, in Docket No. 110019-WS.

Thank you.



6120 Topsail Rd.  
Lady Lake, FL 32159  
July 14, 2011

Commissioner Julie Imanuel Brown  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Dear Commissioner Brown,

We are writing to urge the Public Service Commission (PSC) to deny AQUA Utilities Florida, Inc.'s application for a transfer of the waste-water certificate from Harbor Hills Utilities pursuant to Docket No. 110019-WS, as it is not in the best interest of the public and, in particular, your constituents. Despite AQUA's assertions in its application, *"The proposed acquisition would place the water and wastewater operations of the Harbor Hills water and wastewater system in the hands of an experienced company and industry leader whose sole focus in the provision of high quality water and wastewater service at reasonable prices."* AQUA's track record is contrary to this. The horror stories of ever-increasing , excessive rates, billing nightmares, poor water quality, and inadequate service, abound throughout AQUA's service areas to include Florida. Chuluota, Seminole County is experiencing, on average, 3 times the cost for water and sewage that nearby Oviedo is paying. Seminole County is working to purchase back the system from AQUA, but has not agreed to a valuation as yet. AQUA is saying that the value is about 4 times the valuation specified by Seminole County. The residents of Harbor Hills do not want to be faced with this situation. Additionally, AQUA is responsible for the great majority of complaints to the PSC by consumers, and they have also been fined for their billing problems. We, along with my neighbors, your constituents, urge you to ensure that Aqua's request for the transfer of the certificate be denied.

Robert and Jessica Carlton  
Harbor Hills Residents





110019-WS

RECEIVED-FPSC

DISTRIBUTION CENTER

July 16, 2011

11 JUL 22 AM 8:52

11 JUL 22 AM 7:03

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

COMMISSION  
CLERK

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00829-11</u>		
DISTRIBUTION: _____		

Re: Docket No. 110019-WS-Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

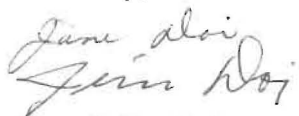
Dear Ms. Cole

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc. (AUF). While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on ~~June 22~~. JUNE 22.

We adamantly oppose the transfer of our water system. We have been to meetings in which people who have Aqua Utilities Florida, Inc. have told us horrifying stories of skin problems, discoloration of clothing that looked like it was washed in mud, becoming ill from drinking their water, including water bills that went up as high as six times.

I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida.

Sincerely,



Jane & Jim Doi  
390811 Grove Hits.  
Lady Lake, FLA. 32159

D

Mr. James Doi  
39811 Grove Hts  
Lady Lake, FL 32159

DISTRIBUTION CENTER

11 JUL 22 AM 6:58

MID-FLORIDA PDC

FL 32731

20 JUL 2011 PM



Ms Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Fl. 32399-0850

32399+0850



FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION:		

7/18/2011

RE: Docket No. 000197: Aqua  
Utilities Florida, Inc's  
Application for approval  
of Transfer of Harbor Hills  
Utilities, L.P.'s Water System  
to Aqua Utilities, Florida, Inc.

Dear Ms. Cole,

I am fairly new to this  
community, but after reading  
about the reputation and  
performance record of Aqua  
Utilities of Florida (AUF), I  
am very apprehensive. It seems  
to me, AUF has been able  
to treat the residents to  
whom they serve, any way





2

they wish. Also, from official reports, AUF adds such huge rate hikes with little restriction, plus the quality of water is inadequate. I have recently been widowed and, with the economy the way it is, it will put a hardship on me. I request the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct an investigation on their past & present operations in the state of Florida

Sincerely  
Nikki Allison

COMMISSION  
CLERK

11 JUL 22 AM 8:51

RECEIVED-FPSC



Nikki F. Allison  
39827 Grove Hts.  
Lady Lake FL 32159

MID FLORIDA PDC  
FL 327 3 T  
20 JUL 2011 PM



Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL

DISTRIBUTION CENTER

11 JUL 22 AM 6:58

32399+0850

32399-0850



RECEIVED-FPSC

July 16, 2011

11 JUL 22 AM 8:51

DISTRIBUTION CENTER

11 JUL 22 AM 7:04

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak boulevard  
Tallahassee, FL 32399-0850

COMMISSION  
CLERK

RE: Docket No. 110019-WS – Aqua Utilities Florida Inc.'s application for Approval of Transfer of Harbor Hills Utilities, LP's Utilities LP's Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an existing Wastewater System, Request for Initial Rates and Charges and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole,

We have learned that the water, wastewater systems of Harbor Hills, LP are in the process of being sold to Aqua Utilities of Florida Inc. (AUF). As residents of Harbor Hills, LP, we were unaware of the negotiations which spanned nearly two years, between Harbor Hills and Aqua Systems. Nor were we informed of the proposed sale of the water system to Aqua Utilities of Florida. It was brought to our attention only through the required Florida PSC notice and again on June 22.

The quality of water is vital to our community. It is so important to our health, quality of life here in Harbor Hills. My wife and I strongly oppose this transfer for many reasons:

1. We have done our own research on Aqua Water Systems. In many communities where they have assumed control of the water system, water quality has deteriorated while costs to homeowners have skyrocketed to 300% in many cases. These increases were not supported by actual costs to Aqua Systems and without any significant infrastructure changes/improvements.
2. Aqua Systems of America/Florida has been the subject of two documentaries by ABC News which cite data/concerns alluded to above.
3. We have concerns about the accuracy of the proposed wastewater service documentation.
4. The Notice received by Harbor Hills residents from our developer lacked clarity and accuracy.

Since the reputation, business practices and performance record of Aqua Systems of Florida, Inc. are highly questionable, based on easily obtainable factual information from Florida and other states, we do not feel the Transfer of the water systems at Harbor Hills to Aqua Systems of Florida, Inc is in the PUBLIC INTEREST.

We respectfully request that the PSC DENY the Transfer of the water utilities certificate to Aqua Systems of Florida Inc.. In addition, we request the Florida PSC to conduct a thorough investigation on Aqua Systems of Florida present and past operations. Thank you.

Respectfully,

  
Kenneth L. Kozara 39611 Grove Heights Lady Lake Florida

  
Linda Kozara 39611 Grove Heights Lady Lake Florida

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00879-11		
DISTRIBUTION:		

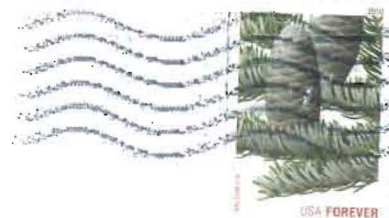
R. Kozara  
39611 Grove Hts.  
Lady Lake, FL 32159

POSTAL DISTRIBUTION CENTER

11 JUL 22 AM 6:58

BUFFALO NY 142

18 JUL 2011 PM 6:1



Ms. Ann Cole

Commission Clerk

Florida Public Service Commission

2540 Shumard Oak Boulevard

3239930850

Tallahassee, FL 32399-0850

110019-WS

July 13, 2011  
JULY 13<sup>TH</sup> 2011

HOLLAND AND KNIGHT

11 JUL 22 AM 7:04

OFFICE OF COMMISSION CLERK

2540 SHUMARD OAK BLVD.

TALLAHASSEE, FLA. 32399-0850

COPY TO D. BRUCE MAY JR.

HOLLAND AND KNIGHT

315 SOUTH CALHOUN ST. SUITE 600

TALLAHASSEE. FL. 32901



RECEIVED-FPSC  
11 JUL 22 AM 8:51  
COMMISSION  
CLERK

REF: YOUR NOTICE OF 6-22-11 AMMENMENT OF AUF CERTIFICATE #106 W PURSUANT TO SECTION 367,071 FLA STATUTES AND RULE 25-30037 FLORIDA ADMINISTRATIVE CODE PERTAINING TO TRANSFER OF HARBOR HILLS UTILITIES, L.P.S. WATER SYSTEM AND AMMENDMENT OF CERTIFICATE IN LAKE COUNTY FL.

GENTLEMEN:

Please be advised that we are vehemently opposed to such an amendment and are totally against any transactions between Michael Rich of Harbor Hills Utilities and L.P.S. water systems ( Aqua Utilities of Florida Inc.) due to the many adverse transactions have been performed in the past and present lawsuits that are pending.

Very Sincerely

James William Burns and Virginia Burns

*James William Burns*  
*Virginia Burns*  
5527 Grove Manor

Lady Lake Fl. 32159

MID-FLORIDA PDC  
FL 3272 T  
19 JUL 2011 PM



METROPOLITAN CENTER

11 JUL 22 AM 6:56

Office of Commission Clerk  
2540 Shumard Oak Blvd  
Tallahassee  
Florida 32399-0850

James Burns  
5527 Grove Mnr  
Lady Lake, FL 32159





RECEIVED-FPSC

11 JUL 21 PM 1:17

COMMISSION  
CLERK



LAURENCE CENTER

11 JUL 21 AM 7:38

110019-WS

Harbor Hills Community

Lot # 88 GR COH001

% 5526 Spinnaker Loop

Lady Lake, FL 32159

July 15, 2011

Ms. Ann Cole

Commission Clerk

Florida Public Service Commission

2540 Shumard Oak Boulevard

Tallahassee, FL 32399-0850

RE: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole,

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF). While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on July 22.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida.

Sincerely, *Barne*  
Barne



5526 Spinnaker Loop  
Lady Lake, FL 32159  
Harbor Hills Community

July 15, 2011

58 GR 10 H002

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole,

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF). While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on July 22.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida.

Sincerely, Dianne &  
Timothy Moulton

Maulton  
PO Box 528  
Alton, N.H. 03809

MANCHESTER NH 031

13 JUL 2011 PM 1 T

LOVE



Mrs Ann Cole, Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399+0850



July 8, 2011

RECEIVED-FPSC

11 JUL 21 PM 1:17

COMMISSION  
CLERK

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



Subject: Docket No. 110019-WS- Aqua Utilities Florida, Inc's Application for Approval of Transfer of Harbor Hills Utilities L.P.'s Water System to Aqua Utilities Florida, Inc and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida Inc's Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County Florida.

Dear Public Service Commission Commissioners:

My name is John Skoglund and I live at 6141 Landings Blvd., Lady Lake, in the Harbor Hills community in Lake County. I was informed by letter of the proposed transfer of the Harbor Hills Utilities L.P. to Aqua Utilities Florida by the purchaser in January 2011 in a notice required by the Public Service Commission. I would become both a water and waste water customer. I have spent numerous hours reading document filings, letters, the Annual Report of Aqua America, the parent company of Aqua Utilities of Florida, viewing the January 28<sup>th</sup> 2011 news report on WFTV Channel 9, reading a position paper by Food & Water Watch about Aqua America, paying close attention to the section in the report about Aqua America's dealings in Florida, and the Public Service Commission's response to Aqua's requests. Lastly I have talked to people who have had loved ones who are customers and the dealings they have had with Aqua. After all the "data" collecting, I have come to the conclusion IT IS NOT IN THE PUBLIC'S BEST INTEREST TO TRANSFER THE PERMITS AND CERTIFICATES TO SUPPLY WATER AND WASTEWATER SERVICES from Harbor Hills Utilities L.P. to Aqua Utilities Florida.

In reading Mr. May's supplied response to Public Service Commission statement, "...Staff identified certain deficiencies and requested additional information related to the water and waste water applications in the referenced docket", I am concerned with some of the responses provided. What is troubling to me is that the sale of the Utility has purported to have been in negotiation on and off for approximately two years and yet the filing with the Public Service Commission for transfer of assets and operations seemed to be rushed and was incomplete. When providing the requested additional information, Mr. May uses responses to some questions on deficiencies that something was "inadvertently" left in the agreement from a prior draft, something was "inadvertently" left out, or notices "inadvertently" contained a typographical error. Is this just another example of how the Purchaser's does business? I assume(maybe incorrectly) that Aqua Utilities Florida and Holland & Knight have either individually or together have submitted applications to the Public Service Commission before. I would have thought that a legal document such as this would not necessitate the number of additions an/or corrections that seem to be needed.

Secondly, I have read and reread with great interest the section on waste water service and Mr. May's response. I believe the projections Mr. May offers are based on flawed data that leads to inaccurate assumptions and ultimately inflated initial waste water treatment rates requested. Assuming that the



total of 55 waste water customers is accurate, 54 are homeowners and one LARGE user is the Harbor Hill Country Club Clubhouse. If not that, then to use Mr. May's terminology, the Country Club Clubhouse was "inadvertently" left out as a significant discharge creator. Either way the Clubhouse is a large generator of waste water. This is a facility that has two locker rooms complete with showers, toilets, whirlpools, etc. The clubhouse also has both a large food preparation area to serve large parties in two dining rooms on the main floor and also a smaller "grill" that serves various meal offerings two-three times a day on the lower floor along with the locker rooms and exterior bathrooms with showers for the swimming pool users. Restrooms are on both levels to be used by the general public and staff working in the Clubhouse. To my knowledge, neither the Clubhouse or any individual home has ever been metered to measure waste water. If one wanted to arrive at a realistic figure to develop initial rates at the very minimum a meter should be placed on the Clubhouse for a prescribed period of time to develop realistic average monthly discharge amount. After arriving at that figure, it could be multiplied by 12 to arrive at the yearly amount that the Clubhouse contributed and then it should be subtracted from the total gallon figure that Mr. May refers to as totally homeowner usage (but really a combination of homeowner and clubhouse usage) to provide valid usage by the collective homeowners. It is THAT reduced, new homeowner figure, that then can be used in the rest of the calculations to establish "reached capacity" of the system and also provide the initial waste water rate. It would also allow AUF to establish a reasonable rate for the Clubhouse based on its usage. Mr. May's existing proposal is flawed because it doesn't reflect the unequal discharge amounts between the average homeowner and the Clubhouse. The Sunrise II section which has the majority of the houses and condominiums, along with the ten condominium units originally built about the same time as the Clubhouse are located between the Clubhouse and the treatment facility. I believe the Sunrise II section (of which I'm a resident) was required to connect to the sewer system because a previous developer got a Federally backed loan to build this section. Our lots are smaller than the average lot in Harbor Hills and probably would not have the square footage to support a septic tank and drain field even with the smaller houses and condominiums that are present. Many of the houses and units in this section are occupied by seasonal residents and seasonal rental users who would not be generating the waste water discharge in the amount projected by Mr. May's figures. This last additional information adds more credibility to the idea that the Clubhouse is a major contributor to that large discharge figure with which Mr. May begins his calculations. Using this "broad brush" calculation procedure would burden the homeowners with a higher per gallon charge of \$6.42 that is being proposed. Coupled with this projected overcharge, the biggest user, the Clubhouse owned and operated by the seller of the water utility, would benefit greatly (along with the purchaser, Aqua) with rates not proportionate to its greater usage. Even with these same rates for the Developer's Clubhouse as those of the homeowner, the Developer would still be paying less than he typically would on a "tiered" structure based on usage and the homeowners are "saddled" with inflated initial waste water rates, subsidizing the Developer's business. It is also this inflated figure from which Aqua Utilities Florida would continue to request higher and higher rate increases in the future. Thirdly, I am unaware of any section in development or projected to be developed by 2014 close to the treatment facility or the general pattern of the existing piping infrastructure where a connection could be made that would support the new customer projections. There is a smaller section of vacant land at the north entrance to the Harbor Hills community that is contiguous to the existing waste water piping system that could be used for future additions that Mr. May talks about. The reality is this parcel would not bring the Developer much profit because of the type of units he would build. He has much more desirable land in Harbor Hills available that would garner him more profit. It is my belief that this is one time where the provided "projections" are without merit and useless.

Commissioners, it is a well known fact by yourselves and the customers of Aqua Utilities Florida that Aqua Utilities Florida has had numerous violations and complaints filed with the Commission. The

Commission has in the past and continues to address the inadequate service being provided customers, and dealing with the poor, and many times totally unacceptable, water quality being provided by the Aqua Company. Many areas that Aqua Florida serve, people are trying to or have succeeded in severing their contract relationship with Aqua because of its inability to provide an acceptable product with reasonable service at an affordable cost. Unfortunately, far too many people were unaware of the practices Aqua engages in and now are unable to undo what has been done. This current request by Aqua is at a point where evidence clearly exists that the transfer of water and waste water operating certificates to Aqua Utilities Florida from Harbor Hills Utilities L.P. SHOULD NOT TAKE PLACE. One more group of citizens should not be subjected to Aqua Utilities Florida and their business model. It is time to "close the door" on any further expansion of Aqua Utilities Florida in this State. Thank you in advance for your time and thoughtful consideration of my comments and concerns. I apologize for the length of this communication, but what I have shared needed to be said.

Respectfully,

John A. Skoglund

cc. D. Bruce May, Jr.  
Holland & Knight  
315 South Calhoun Street, Suite 600  
Tallahassee FL 32301

39 Navajo Ave  
Holland MI  
49424

CERTIFIED MAIL™



U.S. POSTAGE  
PAID  
HOLLAND MI  
49423  
JUL 11, 11  
AMOUNT

\$5.59

00084537-14

RETURN RECEIPT  
REQUESTED

7011 0470 1000 5825 8996

1000

32399

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

32399-0850



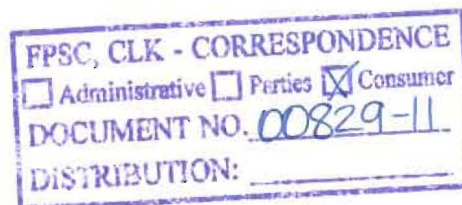
FL TREELINE CENTER  
*Norman Rigotti*  
 39246 Treeline Drive  
 Lady Lake, FL 32159  
 352-753-9062

RECEIVED-FPSC

11 JUL 21 PM 1:13

COMMISSION  
CLERK

July 17, 2011



Ms Ann Cole  
 Commission Clerk  
 Florida Public Service Commission  
 2540 Shumard Oak Blvd  
 Tallahassee, FL 32399

*Opposition to sale of Aqua Utilities Fl in Harbor Hills*

*RE: Docket No 110019-ws-Aqua Utilities Florida Application for approval of transfer of Harbor Hills Utilities lp water system to Aqua Utilities Fl and amendment of certificate in Lake County Fl and Aqua Utilities applications for original certificate for an existing wastewater system, Request for Initial rates and charges and amendment of certificate in Lake County Fl.*

*Dear Ms Cole,*

*I am writing to you today Voicing my opinion of opposition of the sale of Harbor Hills Utilities to Aqua Utilities Florida. A few reasons are listed below-*

I feel the reputation and performance of Aqua utilities is Highly questionable and is not in Harbor Hills best interest to transfer.

Records indicate the extremely high rates Aqua charge once they get the license and our rates will double or triple more. This will hurt resale home values which are at a all time low.

I do not oppose the sale of harbor Hills Utilities water, just not to Aqua-They are not a good company.

The information that was provided to the residents I don't feel is accurate and is misleading.

Thank you for your time and consideration,

*Norman Rigotti*  
*Lina Hall*



Norm Risotti  
39246 Trulene Dr  
Lakely Lake FL

ERIE PA 165

18 JUL 2011 PM 2-1



Ms Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

FPSC, CLK - CORRESPONDENCE  
☐ Administrative ☐ Parties ☒ Consumer  
DOCUMENT NO. 00829-11  
DISTRIBUTION:

110019-WS

RECEIVED-FPSC

11 JUL 21 PM 1:13

COMMISSION  
CLERK

11 JUL 21 AM 7:35

July 16, 2011

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Waste water System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole,

We have been advised that the water (and waste water) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF). While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on June 22.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills,

**we oppose this transfer for the following reasons:**

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed waste water service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. We request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida.

We respectfully request the Commission to closely scrutinize and conduct a thorough review of AUF's Applications in order to ensure that the public interest is served and that AUF will fulfill the commitments, obligations, and representations of Harbor Hills as required by Section 367.071, Florida Statutes, and that the initial rates established for the wastewater utility are just, reasonable, compensatory, and not unfairly discriminatory as required by Section 367.081, Florida Statutes. Harbor Hills residents are well aware of AUF's reputation for providing poor quality water and poor customer service while charging exorbitant rates for its water and wastewater services in communities throughout Florida. Harbor Hills residents are extremely concerned that AUF will provide the same deficient services and engage in the same deficient conduct with respect to Harbor Hills residents if the Commission approves the requested water utility transfer and initial certificate for the wastewater utility.

Sincerely,

Richard M. & Mary E. Pernicano

*Richard M. Pernicano - 7-16-2011*

*Mary E. Pernicano 7/16/11*

5017 Harbor Heights

Lady Lake, Florida 32159

Harbor Hills residents

Pernicano  
5017 Harbor Heights  
Lady Lake, FL 32159

NO VA 220

100 W 2011 PM 11



Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399+0850





6050 Landings Blvd  
Lady Lake, FL 32159  
July 15, 2011

RECEIVED-FPSC

11 JUL 21 PM 1:13

COMMISSION  
CLERK

11 JUL 21 AM 7:33

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION:		

RE: Docket No. 110019-WS- Aqua Utilities FL, Inc's Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities FL, Inc and Amendment of Certificate in Lake County, FL and Aqua Aqua Utilities Florida, Inc's Application for Original Certificate for an Existing Wastewater system, Request for initial Rates and Charges, and Amendment of certificate in Lake County, FL.

Dear Ms Cole:


I have been advised that the water and wastewater systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities FL, Inc (AUF). While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in Jan. 2011 through required PSC notice.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons.

- The transfer of the water system to AUF is not in the public interest of Harbor Hills residents.
- I question whether the proposed wastewater service documentation is accurate
- The Notice which was provided to the residents was inaccurate and unclear
- I believe the reputation and performance record of AUF is highly questionable based on facts and past experiences in FL and other States.
- AUF water/wastewater rates are among the highest in Florida
- The quality of water is poor at many of their acquired developments.

I request that the Public Service Commission deny the transfer for the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in Florida.

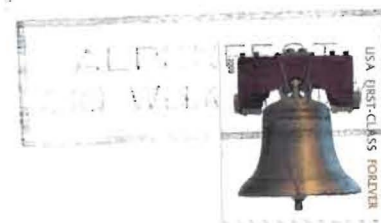
Sincerely,



Ray and Mary Johnson



6050 Landings  
Lady Lake, FL 32159



Mrs Ann Cole  
Commission Clerk  
Florida Public Service Comm.  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

110019-WS

RECEIVED-FPSC

11 JUL 20 AM 10:49

COMMISSION  
CLERK

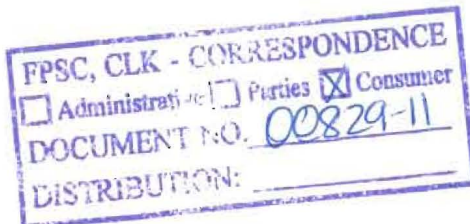
William G. and Jill W. Ovens

6042 Spinnaker Loop  
Lady Lake, Florida 32159-5915

Tel: 352-753-6156  
williamovens@hotmail.com

July 16, 2011

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850



11 JUL 20 AM 7:15

SUBJECT: Docket No. 110019-WS- Aqua Utilities Florida, Inc's Application for Approval of Transfer if Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL and Aqua Utilities Florida, Inc's Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

To the Public Service Commission of Florida:

Aqua Utilities Florida (AUF) is attempting to take over Harbor Hills Utilities LP (HHU). Based on the reputation of AUF in this state and other states, it is impossible to believe that this takeover is in the public interest.

I urge the PSC to review the complaints that have been lodged with the PSC about poor service, bad water, botched billing and exorbitant rates (or rate increases) that have occurred under AUF management. If you determine that these complaints are legitimate, you will see that AUF has a long history of abuse of its customers and its monopoly position. Then with a straight face, please tell us how allowing the transfer of ownership of HHU to AUF can be in the best interests of the public that you are sworn to serve.

If past behavior is the best indicator of future behavior, then AUF will be a bad provider and a worse corporate citizen than Florida residents should have to endure. Past bad behavior is well documented in the complaints that the PSC has already received. I believe that there is no indication that AUF will change its corporate culture of price gouging and shoddy service. Unless the PUC can provide the public with any assurances that AUF will change its behavior, this transfer can not possibly be considered in the best interests of the public.

Respectfully,

William G Ovens

Jill W. Ovens

Cc:  
D. Bruce May, Jr.  
Holland and Knight  
315 South Calhoun Street, Suite 600  
Tallahassee, FL 32301



OVENS,  
6042 SP, WAKER LANE  
LADY LAKE, FL 32159

MID-FLORIDA POC

FL 32721

18 JUL 2011 PM



MS ANN COLE  
Commission Clerk  
FLORIDA PUBLIC SERVICE Commission  
2540 SHUMARD ~~DR~~ BOULEVARD  
TALLAHASSEE, FL 32399-0850  
32399+0850



110019-WS

James and Margo McLachlan  
5144 Grove Manor  
Lady Lake, Florida 32159

RECEIVED-FPSC

11 JUL 20 AM 10:49

July 15, 2011

Ms Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850



**RE: Docket No. 110019-WS – Aqua Utilities Florida, Inc's Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.**

Dear Ms Cole,

We have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF). While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on July 22.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- We question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- We believe the reputation and performance record of AUF is highly questionable based on the facts of past experience of Florida and other States. We request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida

Sincerely,

*James and Margo McLachlan*  
*James D. McLachlan*



Mr. James D. McLachlan  
5144 Grove Mnr.  
Lady Lake, FL 32159

MID FLORIDA FL 327

18 MAR 2011 PM 1 T



Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Fl. 32399-0850

32399+0850





Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850



110019-WS

RECEIVED-FPSC

11 JUL 20 AM 10:49

COMMISSION  
CLERK

July 16, 2011

SUBJECT: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL

Dear Ms Cole,

We have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF). I must state at the start, that my wife and I strongly protest this transfer. We understand that the developer has every right to sell his property, but the choice made is NOT in the best interest of our community.

While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice. Then again on July 22.

Water is vital to our health and quality of life here in Harbor Hills. We oppose this transfer for the following reasons:

- AUF has a very poor record of service and quality of water supplied to communities they are now servicing. Of all the water companies in Florida, over 70% of the complaints received were against AUF
- The transfer of the water system to AUF is not in the public interest.
- History of unwarranted price increases. Channel 9 TV even did an expose on the practices and exorbitant price increases AUF impose on a new community they took over.
- The Notice, which was provided to the residents, was inaccurate and unclear.

If this company, AUF has such a bad reputation, I find it impossible to believe that you as a commission serving us, the public, would add our 500+ homes to their list of unhappy Florida tax paying and voting residents. We believe the reputation and performance record of Aqua Utilities is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission do a thorough investigation on past and present operations in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to them.

Sincerely,

A handwritten signature in black ink, appearing to read "Leon DiDomenico".

Leon DiDomenico  
6216 Landings Blvd.  
Lady Lake, Florida 32159  
352-205-8539



Mr. Leon DiDomenico  
6216 Landings Blvd  
Lady Lake, FL 32159-5940

MID FLORIDA FL 327

18 JUL 2011 PM 1 T



USA FIRST-CLASS FOREVER

MS ANN COLE  
COMMISSION CLERK  
FLORIDA PUBLIC SERVICE COMMISSION  
2540 SHUMOND OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

32399+0850



RECEIVED-FPSC

11 JUL 20 AM 10:48

COMMISSION  
CLERK

**Property Owners of Harbor Hills, Inc.**  
*A Voice for All Harbor Hills Residents*  
 P.O. Box 118, Lady Lake FL 32158

July 15, 2011

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



**Subj: Objection to Docket No. 110019-WS -Aqua Utilities Florida, Inc. Application for Approval of Transfer of Harbor Hills Utilities, L.P. Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc. Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL**

Dear Commissioners:

We know that the PSC is a diligent group who work hard for the citizens of Florida. We trust that you will take notice of the information below.

The undersigned officers and directors of the Property Owners of Harbor Hills, representing over 500 residents, object to the Certificate of Transfer from Harbor Hills Utilities to Aqua Florida for the following reasons.

1. We do not believe that Harbor Hills Utilities and its owner Yale University Foundation (owner of all entities in the community of Harbor Hills and a non-profit organization) can soundly and in the best interests of the public sell a portion of their total structure to a direct profit maximizing ownership.
2. The transfer indeed is certainly not in the best of public interest.
3. There have never been charges for wastewater in the sections of Harbor Hills that are connected to the sewerage system as per the home purchase agreements. Charging for this will suddenly ensure a hardship on many households and perhaps be illegal.
4. The proposed waste water rates seem to totally ignore, and fail to advise the Commission, that the largest and dominant user of the wastewater system is a for-profit, commercial enterprise owned by Harbor Hills Country Club. The application should be tabled and deferred until the applicant details its proposed commercial wastewater rates and the methodology and justification for computing them.



5. Aqua Florida has a substantially poor track record throughout the state and nation because of inadequate service and perpetually increasing rates. Just note their complaint record, which should be in your files.
6. Aqua Florida has a history of seeking and getting unsubstantiated rate increases purportedly to expand and enhance their product and service without doing it.
7. Aqua Florida has a record of not providing excellent water quality to their clients. This can become a major health issue, thus our concern.

We hereby request the PSC to do a **thorough investigation on past and present operations of Aqua Florida in the State of Florida prior to transferring the Harbor Hills Utilities certificate to them.**

Respectfully yours,



Nancy Ridge, President & Director



Clifford Cail, Director



Roy Gravesen, Director

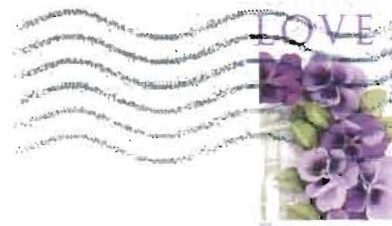


Robert Nicholson, Director

Property Owners of Harbor Hills  
P.O. Box 118  
Lady Lake, Florida 32158

MID FLORIDA FL 327

12 31 2011 PM 3 1



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

32399+0850



RECEIVED-FPSC

11 JUL 20 AM 10:48

11 JUL 20 AM 7:16  
INFORMATION CENTERCOMMISSION  
CLERK

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION:		

July 13, 2011

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Docket No. 110019-WS-Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole,

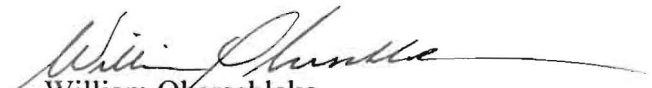
I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF). While these negotiations were underway for the better part of nearly two (2) years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on July 22.

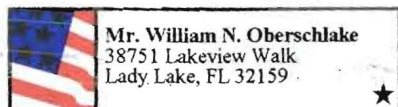
Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, I oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States.

I request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida.

Sincerely,

  
William Oberschlake



MID-FLORIDA FL 327

18 JUL 2011 PM 1 1



Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399+0850



39112 Treeline Drive,  
Lady Lake,  
Florida 32159

Tel. 352 259 8012

11 JUL 20 AM 10:48

7/14/2011

COMMISSION

Subject: Docket No. 110019-WS Aqua Utilities Florida Inc's application for Approval of Transfer of Harbor Hills Utilities, L.P's Water System to Aqua Utilities Florida, Inc and Amendment of Certificate in Lake County FL, and Aqua Utilities FL Inc's Application for Original Certificate for an existing Wastewater System, Request for Initial Rates and Charges and Amendment of Certificate in Lake County, Florida.

Dear Ms Anne Cole,

I understand that the systems (water and wastewater) of Harbor Hills Utilities are being sold to Aqua Utilities Florida Inc. I learned of this through the required PSC notice in January 2011, although Apparently negotiations have been ongoing for nearly two years.

After researching the activity of Aqua Utilities in Florida and other States I believe that this transfer is not in the interests of the residents of Harbor Hills where my wife and I reside. I therefore request that the PSC do a thorough investigation of Aqua Utilities prior to giving consideration of the transfer of the Harbor Hills LP certificate to them.

Apart from anything else, all of the notices I have received from Aqua Utilities have been either unclear and/or inaccurate. In addition I question whether the proposed wastewater service documentation is accurate.

In conclusion, in view of the above, I doubt whether the transfer of the Harbor Hills Water Systems is in the Public interest.

Yours sincerely,

*Milton M. Gilbert*  
Milton M. Gilbert.

Ms Anne Cole,  
Commission Clerk,  
Florida Public Service Commission,  
2540 Shumard Oak Boulevard,  
Tallahassee, FL 323 99- 0850

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

CC. D Bruce May, Jr,  
Holland & Knight,  
315 South Calhoun Street, Suite 600,  
Tallahassee L 32301



Mr. Milton M. Gilbert  
39112 Treeline Dr.  
Lady Lake, FL 32159-6016

NID FLORIDA FL 327

12 21 11 30111 PM 1 1



Ms Anne Cole,  
Commission Clerk,  
Florida Public Service Commission,  
2540 Shumard Oak Boulevard,  
Tallahassee, FI 323 99- 0850

32399+0850





FPSC, CLK - CORRESPONDENCE  
☐ Administrative ☐ Parties ☒ Consumer  
DOCUMENT NO. 00829-11  
DISTRIBUTION:

110019-WS

RECEIVED-FPSC

11 JUL 20 AM 7: 11

11 JUL 20 AM 10: 48

TO: Office of Commission Clerk  
Copy: D Bruce May Jr. Holland & Knight  
Subj: Transfer Harbor Hills Util to Aqua Utilities Florida  
2011

Date: July 15th  
COMMISSION  
CLERK

Dear Sir,

I am sending this letter to voice my opinion about the sale of Harbor Hills Utilities to Aqua Utilities Florida.

Aqua will raise our rates. In the first letter you sent everyone in Jan 2011, you stated the rates would be \$4.91/1000 gal. We pay \$1.23/ 1000 gal now. That's a 400% raise in cost. You also stated that they will bill monthly instead of bi-monthly. That will cause a \$19.88 increase.

A representative from Aqua spoke to us a few months ago. She said water rates would not go up for two years. What about extra fees for repairs in other states? Aqua is a corporation with stock holders. They don't lose money. A company with holdings in 13 states, with a terrible track record. They have many lawsuits pending. Why should we believe anything a representative tells us about a company like that.

A friend of mine lives in Fruitland Park, Fl., where Aqua bought the water system and raised the rates 300% almost immediately. He had to stop watering the lawn and cancel his cable to make payments. Could you please look at the other sales in Florida to see how the sale to Aqua affected residents total water bill.

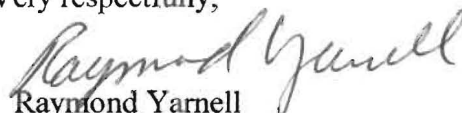
This sale was made in haste by Harbor Hills. The developer was having to pay for lawsuits brought against him by residents with various issues. He had only sold a few houses during the past year and needed money. He didn't look around for a better company or even offer the residents a chance to buy to save money.

This sale will cause undo hardship on everyone at Harbor Hills if Aqua does what they have done in the past. Please reconsider the sale until you can verify that Aqua will not drastically increase our water bill, not just our water rates.

I am currently only working part time and I am a retired veteran. Mortgages, insurance and taxes are still high and a 300% or \$400% increase in my water bill will be very difficult to handle.

Thank You,

Very respectfully,



Raymond Yarnell  
5313 Grove Manor  
Lady Lake, Fl 32159  
yarray@earthlink.net



Mr. Raymond K. Yamell  
5313 Grove Mnr  
Lady Lake, FL 32159

MID FLORIDA FL 327

18 JUL 2011 PM 1 T



Office of Commission Clerk  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

323990850



Donald and Phyllis Schulz  
5159 Grove Manor  
Lady Lake, Florida 32159

July 15, 2011

Ms Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC

11 JUL 20 AM 10:47

11 JUL

7:17

COMMISSION  
CLERK

FPSC, CLK - CORRESPONDENCE  
☐ Administrative ☐ Parties ☒ Consumer  
DOCUMENT NO. 29-11

**RE: Docket No. 110019-WS – Aqua Utilities Florida, Inc's Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.**

Dear Ms Cole,

We have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF). While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on July 22.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- We question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- We believe the reputation and performance record of AUF is highly questionable based on the facts of past experience of Florida and other States. We request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida

Sincerely,

Donald & Schulz  
Phyllis M. Schulz



Don & Phyllis Schulz  
5159 Grove Manor  
Lady Lake, FL 32159

MID FLORIDA PDC  
FL 32731  
18 JUL 2011 PM



Ms Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32319-0850

32399-0850

110019-WS

<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION:		

July 18, 2011  
Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC

11 JUL 20 AM 7:18

11 JUL 20 AM 10:47

COMMISSION  
CLERK

RE: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

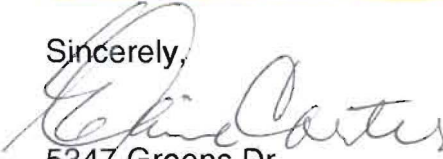
Dear Ms. Cole,

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF). While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on July 22.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida!

Sincerely,

  
5347 Greens Dr  
Lady Lake, FL 32159



**CENTRAL FLORIDA WATER PROCESSING SYSTEMS**  
304 Richey Rd. Suite 3  
Leesburg, Florida 34748



Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

MID FLORIDA PDC  
FL 3231  
JUN 10 2010



32399-0850





RECEIVED-FPSC

11 JUL 20 AM 10:46

COMMISSION  
CLERK

July 16, 2011

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Re: Docket No. 110019-WS-Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc. (AUF) . While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on July 22.

We adamantly oppose the transfer of our water system . We have been to meetings in which people who have Aqua Utilities Florida, Inc. have told us horrifying stories of skin problems, discoloration of clothing that looked like it was washed in mud, becoming ill from drinking their water, including water bills that went up as high as six times.

I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida.

Sincerely,

Jane & Jim Doi  
390811 Grove Hits.  
Lady Lake, FLA. 32159

D

Mr. James Doi  
39811 Grove Hts  
Lady Lake, FL 32159

MID-FLORIDA PDC

FL 32731

18 JUL 2011 PM

USA FIRST CLASS PERMIT



Ms Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

323990850



FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION:		

July 18, 2011  
 Ms. Ann Cole  
 Commission Clerk  
 Florida Public Service Commission  
 2540 Shumard Oak Boulevard  
 Tallahassee, FL 32399-0850

RECEIVED-FPSC

11 JUL 20 AM 10:46

COMMISSION  
CLERK

RE: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

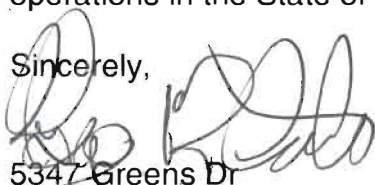
Dear Ms. Cole,

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF). While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on July 22.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida!

Sincerely,



5347 Greens Dr  
 Lady Lake, FL 32159

**C**ENTRAL FLORIDA WATER PROCESSING SYSTEMS  
304 Richey Rd. Suite 3  
Leesburg, Florida 34748



MID FLORIDA PDC  
FL 327 3 T  
18 JUL 2011 PM



Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

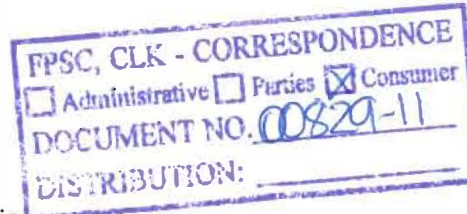
32399-0850





July 18, 2011

SUBJECT: Docket No. 110019-WS-Aqua Utilities Florida, Inc's Application for approval of transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL and Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL



Ms. Ann Cole

Commission Clerk, Florida Public Service Commission

2540 Shumard Oak Blvd.

Tallahassee, FL 32399-0850

Dear Ms. Cole:

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF).

While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission do a thorough investigation on past and present operations in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to them.

Sincerely,

Handwritten signatures of Ken and Denise Sliker in dark ink.

Ken and Denise Sliker

6121 Spinnaker Loop, Lady Lake, FL 32159

CC: D. Bruce May, Jr.

Holland and Knight, 315 South Calhoun Street, Suite 600, Tallahassee, FL 32301

RECEIVED-FPSC  
11 JUL 20 AM 10:46  
COMMISSION  
CLERK



Kenneth Sliker  
6121 Spinnaker Loop  
Lady Lake, FL 32159



MID FLORIDA FL 327

18 JUL 2011 PM 1 T



Ms. Ann Cole  
Commission Clerk, Florida PSC  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

323990850



RECEIVED-FPSC

11 JUL 20 AM 10:44

COMMISSION  
CLERK

From: Mike Cyrus  
5562 Grove Manor

July 19, 2011

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

FPSC, CLK - CORRESPONDENCE  
☐ Administrative ☐ Parties ☒ Consumer  
DOCUMENT NO. 0082941  
DISTRIBUTION:

RE: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole,

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF). While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on July 22.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida.

Sincerely,

*Mike Cyrus*  
Mike Cyrus



Mr. Mike Cyrus  
5562 Grove Mnr.  
Lady Lake, FL 32159

ASHEVILLE NC 288

18 JUL 2011 PM 2 L



MS. ANN COLE  
COMMISSION CLERK  
FLORIDA PUBLIC SERVICE COMMISSION  
2540 SHUMARD OAK BLVD.  
TALLAHASSEE, FL 32399-0850

32399+0850



RECEIVED-FPSC

11 JUL 20 AM 10:44

COMMISSION  
CLERK

Richard & Lissante Botsko  
39120 Harbor Hills Boulevard  
Lady Lake, Florida 32159

July 15, 2011

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850



RE: Docket No. 110019-WS-Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Application for Original Certification for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, L.P. are being sold to Aqua Utilities Florida, Inc. (AUF). While these negotiations were underway for a better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on June 22, 2011.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The notice which was provided to the residents was inaccurate and unclear and has now been amended twice because of the sloppiness of AUF
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other states. I request that the PSC deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation of their past and present operations in the State of Florida.

Sincerely,

  
Richard & Lissante Botsko



**Richard Botsko**

39120 Harbor Hills Blvd.  
Lady Lake, FL 32159-5931

ORLANDO FL 328

16 JUL 11 PM 6 L



Mrs. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32390-0850

323900X9999



110019-WS

RECEIVED-FPSC

11 JUL 19 AM 9:33

6120 Topsail Rd.  
Lady Lake, FL 32159  
July 14, 2011

COMMISSION  
CLERK

Commissioner Lisa Polak Edgar  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850



Dear Commissioner Edgar,

We are writing to urge the Public Service Commission (PSC) to deny AQUA Utilities Florida, Inc.'s application for a transfer of the waste-water certificate from Harbor Hills Utilities pursuant to Docket No. 110019-WS, as it is not in the best interest of the public and, in particular, your constituents. Despite AQUA's assertions in its application, *"The proposed acquisition would place the water and wastewater operations of the Harbor Hills water and wastewater system in the hands of an experienced company and industry leader whose sole focus in the provision of high quality water and wastewater service at reasonable prices."* AQUA's track record is contrary to this. The horror stories of ever-increasing , excessive rates, billing nightmares, poor water quality, and inadequate service, abound throughout AQUA's service areas to include Florida. Chuluota, Seminole County is experiencing, on average, 3 times the cost for water and sewage that nearby Oviedo is paying. Seminole County is working to purchase back the system from AQUA, but has not agreed to a valuation as yet. AQUA is saying that the value is about 4 times the valuation specified by Seminole County. The residents of Harbor Hills do not want to be faced with this situation. Additionally, AQUA is responsible for the great majority of complaints to the PSC by consumers, and they have also been fined for their billing problems. We, along with my neighbors, your constituents, urge you to ensure that Aqua's request for the transfer of the certificate be denied.

Robert and Jessica Carlton  
Harbor Hills Residents



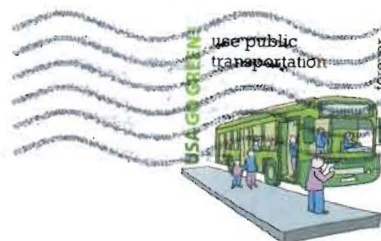
RECEIVED

JUL 13 2011

Florida Public Service Commission  
COMMISSIONER EDGAR

MID FLORIDA FL 327

15 JUL 2011 PM 1 T



COMMISSIONER LISA POLAK EDGAR  
FLORIDA PUBLIC SERVICE COMMISSION  
2540 SHUMARD OAK BLVD.  
TALLAHASSEE, FL 32399-0850

32399+0850



State of Florida



## Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850


RECEIVED-FPSC

11 JUL 19 AM 9:33

COMMISSION  
CLERK

-M-E-M-O-R-A-N-D-U-M-

---

**DATE:** July 18, 2011  
**TO:** Ann Cole, Commission Clerk - PSC, Office of Commission Clerk  
**FROM:** Cristina Slaton, Executive Secretary to Commissioner Balbis   
**RE:** Docket Correspondence

---

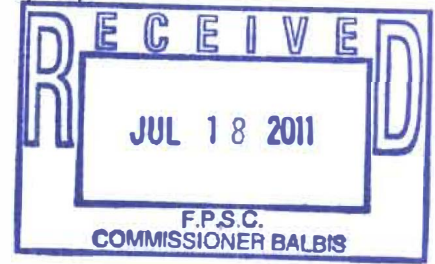
Ann,

Please place the attached correspondence sent to the Office of Commissioner Balbis in the correspondence folder for docket number 110019-WS. This letter is from Robert and Jessica Carleton of Lady Lake, FL. Thank you.



6120 Topsail Rd.  
Lady Lake, FL 32159  
July 14, 2011

Commissioner Eduardo E. Balbis  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850



Dear Commissioner Balbis,

We are writing to urge the Public Service Commission (PSC) to deny AQUA Utilities Florida, Inc.'s application for a transfer of the waste-water certificate from Harbor Hills Utilities pursuant to Docket No. 110019-WS, as it is not in the best interest of the public and, in particular, your constituents. Despite AQUA's assertions in its application, *"The proposed acquisition would place the water and wastewater operations of the Harbor Hills water and wastewater system in the hands of an experienced company and industry leader whose sole focus in the provision of high quality water and wastewater service at reasonable prices."* AQUA's track record is contrary to this. The horror stories of ever-increasing , excessive rates, billing nightmares, poor water quality, and inadequate service, abound throughout AQUA's service areas to include Florida. Chuluota, Seminole County is experiencing, on average, 3 times the cost for water and sewage that nearby Oviedo is paying. Seminole County is working to purchase back the system from AQUA, but has not agreed to a valuation as yet. AQUA is saying that the value is about 4 times the valuation specified by Seminole County. The residents of Harbor Hills do not want to be faced with this situation. Additionally, AQUA is responsible for the great majority of complaints to the PSC by consumers, and they have also been fined for their billing problems. We, along with my neighbors, your constituents, urge you to ensure that Aqua's request for the transfer of the certificate be denied.

Robert and Jessica Carlton  
Harbor Hills Residents



Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC

11 JUL 19 AM 9:30

COMMISSION  
CLERK

11 JUL 19 AM 7:56

RE: Docket No. 110019-WS -Aqua Utilities Florida Inc's Application for Approval of Transfer of Harbor Hills Utilities, L.P. Water System to Aqua Utilities Florida, INC and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc. Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole:

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF). While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on July 22.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

The transfer of the water system to AUF is not in the public interest. I question whether the proposed wastewater service documentation is accurate. The Notice which was provided to the residents was inaccurate and unclear. I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF and conduct a thorough investigation on their past and present operations in the State of Florida.

Sincerely,

Mark & Marilyn Smith  
6106 Spinnaker Loop  
Lady Lake, FL 32159

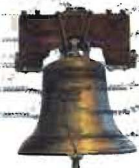
FPSC, CLK - COR		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-1		
DISTRIBUTION: _____		

6106 Spinnaker Loop  
Lady Lake, FL 32159

MID-FLORIDA FDC

FL 32731

14 JUL 2011 PM



Mrs. Ann Cole  
Commission Clerk  
Florida Public Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

110019-WS  
RECEIVED-FPSC  
11 JUL 19 AM 9:30  
Tricia M Edwards  
5631 Spinnaker Loop  
Lady Lake, Florida 32159  
COMMISSION  
CLERK



July 13, 2011

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2549 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

**Ref: Subject: Docket # 110019-WS-Aqua Utilities Florida, Inc's Application for Approval Of transfer of Harbor hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc and Amendment of Certificate in Lake County, Florida and Aqua Utilities Florida, Inc's Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, Florida.**

**Dear Ms Cole**

**It is my understanding that the water and wastewater systems of my community, Harbor Hills, in Lady Lake, Florida, in Lake County, is being sold to Aqua Utilities Florida, Inc.**

**I now understand that the negotiations have been going on for almost 2 years! Myself and my fellow Harbor Hills residents were NOT told of this proposed sale of our Harbor Hills Utilities by our Developer, and only learned about it in January of 2011, through required Public Service Commission Notice.**

**I have been a resident of Harbor Hills for over 6 years and I OPPOSE this transfer of our Utilities to Aqua Utilities for many reasons and on many levels, but I will name what I feel are the most important reasons:**

**Aqua Utilities has a questionable reputation and performance record based on FACTS of past experience in the State of Florida and other States.**

**The transfer of our water system to Aqua Utilities is not in the best interest of Harbor Hills residents or to the public in general.**

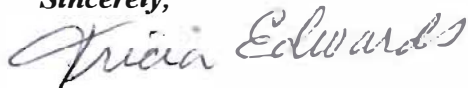
**The Notice I received in the mail from Aqua Utilities was inaccurate and unclear. I do not think the "proposed" wastewater "documentation" is accurate.**

*I feel that quality of water is essential to myself and my neighbors in Harbor Hills and believe a company like Aqua Utilities with their poor reputation , will compromise the quality of our water and our lives here.*

*I am asking that the Public Service Commission investigate thoroughly, past and present Aqua Utilities operations in the State of Florida before transferring the Harbor Hills Utilities, LP Certificate to them.*

*Myself, the residents of Harbor Hills and the citizens of Florida, rely on the Public Service Commission to look out for OUR best interests, so I would appreciate your immediate attention to this matter.*

*Sincerely,*

A handwritten signature in cursive script that reads "Tricia Edwards". The ink is dark and the signature is fluid, with a large initial 'T'.

**Tricia Edwards**

**CC:**

**D. Bruce May, Jr.  
Holland and Knight  
315 South Calhoun Street, Suite 600  
Tallahassee, Florida 32301**

E

FLORIDA REC

FL 32731

19 JUL 2011 PM



MS ANN Call  
Commission Clerk  
Florida Public Service Commission  
2549 Sherman Oak Blvd  
Tallahassee, FL 32399-0850

32311+7844





July 17, 2011

Office of Commission Clerk  
2540 Shumard Oak Blvd.  
Tallahassee, Fl 32399-0850

RECEIVED-FPSC

11 JUL 19 AM 9:29

COMMISSION  
CLERK

11 JUL 19 AM 8:00

FPSC, CLK - CORRESPONDENCE  
☐ Administrative ☐ Parties ☒ Consumer  
DOCUMENT NO. 00829-11  
DISTRIBUTION:

Dear Sir:

I would like to strongly protest granting the application submitted by Aqua Utilities Florida Inc. to take over the Harbor Hills Utilities, Lady Lake Florida water/waste water system.

As a homeowner in this community, I have paid close attention to the reputation of this company. I find it hard to believe that with all the negative publicity and unrest with the current customers of AUF that you would consider subjecting additional Florida homeowners/voters to this Company's sky rocketing pricing and disregard for customer service as well as poor water quality. We understand there are other Water companies that are interested in taking over our system, namely the Lady Lake Water Company. It seems to me that it would make more sense to entertain an organization or organizations that have a good reputation for servicing their customers, rather than to subject 500+ additional homeowners to this 100 year old organization that still has not figured out what a customer orientated and service minded company is all about. Since water is vital to the existence of life, it should be of the highest quality. If this organization were a retail food company with all the bad press and complaints that have been lodged against them, you would have shut them down by now. This is not a situation where we can just go down the street and deal with another water company. Our only recourse, should you approve this application, is to continually come back to you for help, since you will be the ones that have subjected us to their tyranny.

Sincerely,

  
David Elle  
6008 Landings Blvd. / 6204 Topsail  
Lady Lake Fl.

Cc: D. Bruce May Jr. Holland & Knight

6008 Landings Blvd  
Lady Lake FL 32159

METRO EX-1480

16 JUL 2011 PM 14 T



MS Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee Florida 32399-0850

Re: Docket No. 110019-WS

RECEIVED-FPSC

11 JUL 19 AM 9:28

COMMISSION  
CLERK

Florida Public Commission  
Office of Commissioners  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

July 15 2011

Objection to Aqu Utilities/Harbor Hills Application



11 JUL 19 AM 8:02

RECEIVED CENTER

Dear Honorable Commissioners

My wife and I are home owners of Harbor Hills, Lake County. We were recently notified that the water and waste water systems of Harbor Hills Utilities, LP are in the process of being sold to Aqua Utilities Florids, Inc.

We have concerns that the sale's will have a negative impact on the quality of our water and lifestyle. We strongly Oppose this transfer. We understand that the sale is contingent upon AUF receiving approval from the Florida Public Service Commission.

Attached I have listed a few of the reasons for our objection.

The transfer of the water and waste water system to AUF is not in the best interest of the public interest.

The notices that were provided to the residents were inaccurate, unclear and undated.

Aqua Utilities Florida Inc. has a very poor track record throughout the state.

Aqua Utilities Florida Inc. is responsible for a huge number of complaints received by your office.

Aqua Utilities Florida Inc, has a history of seeking, and getting, frequent and unsubstantiated rate increases to expand and enhance product and service WITHOUT doing so.

It is our believe that the reputation and performance of AUF is questionable based on the facts of past experience, not only in Florida, but many other states.

We request that the Public Service Commission postpone ~~and~~ and all decisions relating to the transfer of certificate from Harbor Hills Utilities, LP., to Aqua Utilities Florida, Inc.

We would also request that the Public Service Commission do a thorough investigation of Aqua Utilties Florida, Inc's past and present operations and business practices in the State of Florida.

Sincerely,

*W. Keith Redmeier*  
W. Keith Redmeier  
38920 Harborwoods Pl.  
Lady Lake, FL 32159

William and Suzette Reitmeier

Cc: Ann Cole

H. Marlene O'Toole

D. Alan Hays D.Bruce May, Jr.



William Reitmeier  
38920 Harborwoods Pl.  
Lady Lake, FL 32159

DISPATCH 34D 585

25 JUN 2012 PM 01



USA, 2000-2001

Mr Ann Cole, Commission Clerk  
Florida Public Service Commission  
254 Shumard Oak Blvd.  
Tallahassee, Fl. 32399 0850

3239367013





RECEIVED-FPSC

Ms. Ann Cole, Commission Clerk  
Florida Public Services Commission  
2540 Shumard Oak Boulevard  
Tallahassee FL 32399-0850

11 JUL 19 AM 9:28

June 27, 2011

COMMISSION  
CLERK

11 JUL 19 AM 8:01

Subject: Docket No. 110019-WS-Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges and Amendment of Certificate in Lake County, FL

Dear Ms. Cole :

With regard to the above referenced docket, we, as customers of Harbor Hills Utilities (HHU) ask that Florida Public Services Commission take the following items into consideration prior to granting an approval of transfer of HHU to Aqua Utilities Florida, Inc(AUFI):

1. Verifiable reports of the unsatisfactory reputation, performance and response to customers by AUFI bring into question their ability to operate a utility in a safe manner.
2. AUFI's practice of imposing a \$50 per month facility charge even when its customers don't use a drop of water is simply price gouging. Has anyone asked them to justify this charge? If its purpose is to make money to pay dividends, the Public Services Commission must protect the consumer, and ensure that the dividends are not being raised with the burden resting unreasonably on the back of the customers.
3. The Public Services Commission must take into consideration the fact that if the transfer of water certificate is approved, we become a captive consumer – we have no choice. We can't simply go across town and buy from another vendor. We are trapped. Therefore we ask that the Public Services Commission carefully examine the qualifications and reputation of AUFI prior to approving this transfer.

At the very least, please consider a moratorium on the transfer of

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

the certificate until the quality of service, the investigation of the number and type of complaints, and the billing practices of AUFI have been fully researched.

You may question why these concerns are raised at such a late date. Although the sale has been in negotiations for about two years, we have just recently learned about them.

If the Florida Public Service Commission is correctly named, then it has an obligation to protect the Public. Transfer of this certificate to AUFI is a major act which will have major consequences for the Florida citizens of the Harbor Hills community. Please keep this foremost in your decision-making process.

Thank you.

 8/27/11  
Kenneth and Virginia Merrill  
6044 Spinnaker Loop  
Lady Lake FL 32159

32159

1982年11月



Tallahassee Fl

[illegible]

RECEIVED-FPSC

11 JUL 19 AM 8:59

COMMISSION  
CLERK*Larry & Yve Mumley*  
39248 Tacoma Drive  
Lady Lake, FL 3215911 JUL 19 AM 8:03  
CENTERJuly 15<sup>th</sup>, 2011

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850



RE: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole,

We have been advised that the water/wastewater systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF). While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on July 22.

We oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- We question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- We believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. We request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida.

Sincerely,

A handwritten signature in black ink, appearing to read "Larry & Yve Mumley".

Larry & Yve Mumley

Larry & Yve Mumley  
Harbor Hills  
39248 Tacoma Drive  
Lady Lake, FL 32159

Ms Ann Cole, Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850



32399+0850





RECEIVED-FPSC

11 JUL 19 AM 8:59

COMMISSION  
CLERK

John Johnson  
Kathryn Dindia  
39136 Harbor Hills Blvd.  
Lady Lake FL 32159-5931  
(262) 623-1682  
(262) 623-2022  
[jr.johnson@earthlink.net](mailto:jr.johnson@earthlink.net)  
[ka.dindia@earthlink.net](mailto:ka.dindia@earthlink.net)

July 15, 2011

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850



Dear Members of the Florida Public Service Commission:

This letter pertains to Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

We strongly oppose the sale of Harbor Hills Utilities, L.P.'s water system to Aqua Utilities Florida, Inc. , for the following reasons:

- We question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- We believe the reputation and performance record of Aqua Utilities Florida, Inc AUF is highly questionable based on the facts of past experience in Florida and other States.
- Given what is known about Aqua Utilities, the PSC's approval of this sale would completely undermine the FPSC's mission of "To facilitate the efficient provision of safe and reliable utility services at fair price".

We request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to Aqua Utilities Florida, Inc AUF, and conduct a thorough investigation on their past and present operations in the State of Florida.

Sincerely,

John Johnson

Kathryn Dindia

Johnson  
39136 Harbor Hills Blvd.  
Largo, FL 32159.



Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

323990850 0001



July 13, 2011

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC

11 JUL 18 PM 12:57

COMMISSION  
CLERK

11 JUL 18 AM 7:28

Subject: Docket No 110019-WS – Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida Inc. and Amendment of Certification in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole:

I have been informed that the water and wastewater systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF). While these negotiations were underway for almost two years, many property owners in Harbor Hills were unaware of the proposed sale, and only learned of it in January 2011 through required PSC notice and again on June 22.

As one many property owner in Harbor Hills, I strongly object to this transfer for the following reasons:

- This transfer of the water systems to AUF is not in the public interest. We have a good water system and pay reasonable rates currently. Based on media reports that I have seen and read in the past month the reputation and business practices of AUF in other areas of Florida are highly questionable. Why would we want to have this entity take over our water system given these concerns over prospective rate increases and deterioration in quality service and product? The public interest will not be served if this transfer is approved.

- In the Harbor Hills Community, dozens of homes are currently on the market as a result of very slow sales, bank foreclosures, vacated properties, etc. Property values have plunged to around 50-60% of the original purchase prices of our homes due to the grave housing market which has hit Florida especially hard in recent years. The majority of homeowners in Harbor Hills are senior citizens and most of us will be faced with selling our homes in coming years due to increasing age, illness, loss of a spouse, etc. As difficult as it is to sell a home in Harbor Hills today, it will become much more difficult if owners have to deal with potentially exorbitant water rates and/or poor water services, which would certainly turn off prospective buyers.

I summary, from media information that I have seen in recent weeks, I believe the reputation and performance record of AUF is highly questionable. Aqua has been singled out by Senator Schumer of New York for questionable business practices and most recently by our own Senator Nelson for Aqua's recently proposed rate increase. Additionally, as I understand it, AUF has been the subject of a significant number of customer complaints filed over the last several years. This in itself should bring into question how they may intend to operate in Florida and should be a red flag to the PSC and other state agencies that would allow them to expand their operations and customer base in Florida.

- CORRESPONDENCE	
<input type="checkbox"/> Customer	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11	
DISTRIBUTION:	

I request that the Public Service Commission undertake a very thorough investigation on the past and present operations and business practices of AUF, prior to taking any action on the Certificate transfer from Harbor Hills Utilities to AUF. Again, I believe that such a transfer will not be in public interest and certainly not in the interest of the property owners in Harbor Hills.

Sincerely,

A handwritten signature in black ink, appearing to read "Richard Beaver". The signature is fluid and cursive, with a large initial "R" and "B".

Richard Beaver  
5228 Harbor Ridge Ct  
Lady Lake, FL 32159



MR. RICHARD BEAVER

5228 Harbor Ridge Ct.  
Lady Lake, FL 32159

GREEN BAY WI 543

13 JUL 2011 PM 2 T



Ms. And Cole  
Commissioner Clerk  
Florida Public Service Commission  
2540 SUMMITT OAK BLVD.  
TALLAHASSEE, FL 32399-0850

55555+0850





RECEIVED-FPSC

June 14, 2011

11 JUL 18 PM 12:56

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

COMMISSION  
CLERK

11 JUL 18 AM 7:24

RE: Docket No. 110019-WS-Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities L.P.'s Water System to Aqua Utilities Florida Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole,

I understand that the water (and wastewater) systems of the Harbor Hills utilities, LP are being sold to Aqua Utilities Florida, Inc. (AUF). While this pending sale has been underway for nearly two years, I was not aware of any proposed sale until January 2011 through required PSC notice and again on June 22.

I oppose this sale to AUF for several reasons:

This sale is not in the public interest for the residents of the state of Florida.

I don't know if the proposed wastewater service documentation is accurate.

The notice provided residents was inaccurate and unclear.

I have been made aware of many lawsuits against AUF and believe they are more interested in making money for their shareholders than provided safe drinking water to their customers.

I REQUEST THAT THE PUBLIC SERVICE COMMISSION DENY THE TRANSFER OF THE HARBOR HILLS WATER UTILITIES OPERATING CERTIFICATES TO AUF AND CONDUCT A THOROUGH INVESTIGATION ON THEIR PAST AND PRESENT OPERATIONS IN THE STATE OF FLORIDA.

Sincerely,



Porter Saltus  
Harbor Hills resident  
5841 Spinnaker Loop  
Lady Lake, FL 32159





**Porter Saltus**

5841 Spinnaker Loop  
Lady Lake, FL 32159

MID FLORIDA PDC

FL 32722

15 JUL 2011 PM



USA FIRST CLASS FOREVER

Ms Ann Cole, Commission Clerk  
FPSC  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399+0850



6134 Spinnaker Loop  
Lady Lake, FL 32159  
July 14, 2011

RECEIVED-FPSC

11 JUL 18 PM 12:56

COMMISSION  
CLERK

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

**Subject: SUBJECT: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL**

Dear Ms. Cole:

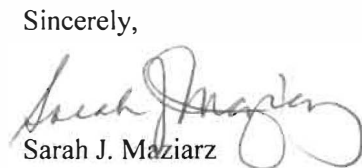
We have been informed that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc. (AUF), in correspondence we received in January, 2011.

We were totally unaware of this proposed sale, while these negotiations were underway for the better part of nearly two years, and only learned of it in January, through required Public Service Commission notice.

Because water is vital to our health and also to our quality of life here in Harbor Hills, we strongly oppose this transfer for the following reasons:

- ◆ The transfer of the water system to AUF is not in the public interest.
- ◆ We question whether the proposed wastewater service documentation is accurate.
- ◆ The Notice which was provided to the residents was inaccurate and unclear.
- ◆ We believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission do a thorough investigation on past and present operations in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to them.

Sincerely,

  
Sarah J. Maziarz

  
Lawrence A. Maziarz, Jr.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION:		

Cc: D. Bruce May, Jr., Esq.  
Holland & Knight  
315 South Calhoun Street, Suite 600  
Tallahassee FL 32301

Lawrence A. & Sarah J. Maziarz, Jr.  
6134 Spinnaker Loop  
Lady Lake, FL 32159

SPRINGFIELD MA 011

13 JUL 2011 PM 4T



Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399-0850



6120 Topsail Rd.  
Lady Lake, FL 32159  
July 14, 2011

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Docket No. 110019-WS

11 JUL 18 25

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION:		

RECEIVED-FPSC  
11 JUL 18 PM 12:55  
COMMISSION  
CLERK

Dear Ms. Cole,

We are writing to urge the Public Service Commission (PSC) to deny AQUA Utilities Florida, Inc.'s application for a transfer of the waste-water certificate from Harbor Hills Utilities pursuant to Docket No. 110019-WS, as it is not in the best interest of the public and, in particular, your constituents. Despite AQUA's assertions in its application, *"The proposed acquisition would place the water and wastewater operations of the Harbor Hills water and wastewater system in the hands of an experienced company and industry leader whose sole focus in the provision of high quality water and wastewater service at reasonable prices."* AQUA's track record is contrary to this. The horror stories of ever-increasing , excessive rates, billing nightmares, poor water quality, and inadequate service, abound throughout AQUA's service areas to include Florida. Chuluota, Seminole County is experiencing, on average, 3 times the cost for water and sewage that nearby Oviedo is paying. Seminole County is working to purchase back the system from AQUA, but has not agreed to a valuation as yet. AQUA is saying that the value is about 4 times the valuation specified by Seminole County. The residents of Harbor Hills do not want to be faced with this situation. Additionally, AQUA is responsible for the great majority of complaints to the PSC by consumers, and they have also been fined for their billing problems. We, along with my neighbors, your constituents, urge you to ensure that Aqua's request for the transfer of the certificate be denied.

Robert and Jessica Carlton  
Harbor Hills Residents





MID FLORIDA FL 327

15 JUL 2011 PM 1 T



Ms. ANN COLE  
COMMISSION CLERK  
FLORIDA PUBLIC SERVICE COMMISSION  
2540 SHUMARD OAK BLVD.  
TALAHASSEE, FL 32399-0850

32399+0850



**Diamond Williams**

110019-WS

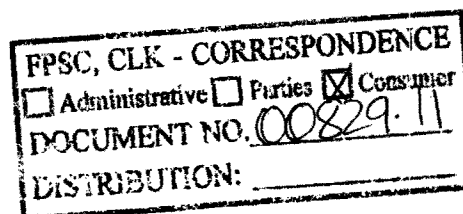
**From:** Diamond Williams  
**Sent:** Tuesday, July 19, 2011 10:09 AM  
**To:** Ruth McHargue  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** FW: Docket No 110019-WS - Aqua Utilities Florida, Inc.'s Application for approval of transfer of Harbor Hills Utilities

**Attachments:** Harbor Hills - Letter to FPSC 7-14-11.docx

Thank you for this information. This attachment has been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 110019-WS.

Thank you,

Diamond Williams  
 Comm. Deputy Clerk I  
 Office of Commission Clerk  
 Florida Public Service Commission  
 Email: [diwillia@psc.state.fl.us](mailto:diwillia@psc.state.fl.us)  
 Phone: 850-413-6094



Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

---

**From:** Ruth McHargue  
**Sent:** Monday, July 18, 2011 12:55 PM  
**To:** Diamond Williams  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** FW: Docket No 110019-WS - Aqua Utilities Florida, Inc.'s Application for approval of transfer of Harbor Hills Utilities

Customer correspondence

---

**From:** Lawrence A. Maziarz, Jr [mailto:[las mazjr@charter.net](mailto:las mazjr@charter.net)]  
**Sent:** Saturday, July 16, 2011 12:12 PM  
**To:** Consumer Contact  
**Subject:** Docket No 110019-WS - Aqua Utilities Florida, Inc.'s Application for approval of transfer of Harbor Hills Utilities

TO: PSC, State, FL, US – Please see our attached letter of opposition Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL, dated July 14, 2011.

We have sent you a hard copy in the mail as well  
 Thank you –

7/19/2011

Sarah J. Maziarz & Lawrence A. Maziarz, Jr.  
6134 Spinnaker Loop  
Lady Lake, FL 32159

6134 Spinnaker Loop  
Lady Lake, FL 32159  
July 14, 2011

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

**Subject: SUBJECT: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL**

Dear Ms. Cole:

We have been informed that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc. (AUF), in correspondence we received in January, 2011.

We were totally unaware of this proposed sale, while these negotiations were underway for the better part of nearly two years, and only learned of it in January, through required Public Service Commission notice.

Because water is vital to our health and also to our quality of life here in Harbor Hills, we strongly oppose this transfer for the following reasons:

- ♦ The transfer of the water system to AUF is not in the public interest.
- ♦ We question whether the proposed wastewater service documentation is accurate.
- ♦ The Notice which was provided to the residents was inaccurate and unclear.
- ♦ We believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission do a thorough investigation on past and present operations in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to them.

Sincerely,

(signed for email)

Sarah J. Maziarz

(Signed for email)

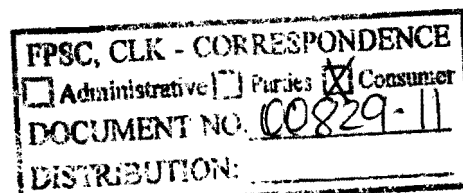
Lawrence A. Maziarz, Jr.

Cc: D. Bruce May, Jr., Esq.  
Holland & Knight  
315 South Calhoun Street, Suite 600  
Tallahassee FL 32301

**Diamond Williams**

110019-WS

**From:** Diamond Williams  
**Sent:** Tuesday, July 19, 2011 10:08 AM  
**To:** Ruth McHargue  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** RE: Docket No. 110019-WS -Aqua Utilities Florida



Thank you for this information. This attachment has been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 110019-WS.

Thank you,

Diamond Williams  
 Comm. Deputy Clerk I  
 Office of Commission Clerk  
 Florida Public Service Commission  
 Email: [diwillia@psc.state.fl.us](mailto:diwillia@psc.state.fl.us)  
 Phone: 850-413-6094

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

---

**From:** Ruth McHargue  
**Sent:** Monday, July 18, 2011 12:55 PM  
**To:** Diamond Williams  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** FW: Docket No. 110019-WS -Aqua Utilities Florida

Customer correspondence

---

**From:** William new [mailto:[nagelbill@earthlink.net](mailto:nagelbill@earthlink.net)]  
**Sent:** Sunday, July 17, 2011 6:20 PM  
**To:** Consumer Contact  
**Cc:** Bill Nagel  
**Subject:** Docket No. 110019-WS -Aqua Utilities Florida

From The Desk Of  
 William A. Nagel

7/19/2011

5319 Pineview CT  
Lady Lake FL 32159

Home: 352 561 4526

Cell: 240 731 9103

[nagelbill@earthlink.net](mailto:nagelbill@earthlink.net)

Date: 7/17/2011

RE: Ms. Ann Cole Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole,

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc. (AUF). While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on June 22. Not only because water is vital to our health, but also to our quality of life here in Harbor Hills. In the future water will become scarce and cause a "Water Crises" worse than any oil crises we have seen. This is why AUF is buying up all the water rights they can get. In my view this is another "Enron" in the making.

Therefore, we oppose this transfer for the following reasons:

The transfer of the water system to AUF is not in the public's best interest. - I question whether the proposed wastewater service documentation is accurate. - The Notice which was provided to the residents was inaccurate and unclear. - I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. Further, this company appears to be robbing Peter to pay Paul. Based on information provided by other jurisdictions in the state of Florida and elsewhere, they seem to hike rates in order to raise money to update water works in other states. This is taking "Revenue" out of the state of Florida. Therefore, I request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida and elsewhere.

Sincerely,  
William A and Donna M Nagel  
5319 Pineview CT.  
Lady Lake FL 32159

7/19/2011





5306 Greens Drive

Lady Lake, FL 32159

July 14, 2011

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC

11 JUL 18 PM 12:55

COMMISSION  
CLERK



11 JUL 18 AM 7:24  
RECEIVED

RE: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole,

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF). While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on July 22.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida.

Sincerely,

*Marvin Naylor Valerie Naylor*  
Marvin Naylor and Valerie Naylor



Mr. & Mrs. Marvin Naylor  
5306 Greens Dr.  
Lady Lake, FL 32159

FLORIDA POC  
FL 3274 T  
15 JUL 2011 PM



USA 15c

Ms Ann Cole  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399+0850



RECEIVED-FPSC

11 JUL 18 AM 7:24  
REGISTRATION CENTER

July 14, 2011

11 JUL 18 PM 12:55

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

COMMISSION  
CLERK

**RE: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.**

Dear Ms. Cole,

We have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, L.P. are being sold to Aqua Utilities Florida, Inc (AUF). While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on July 22

We totally oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- We question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear, and untimely
- We believe the reputation and performance record of AUF is highly questionable based on the facts of highly visible and public past experience in Florida and other States. We are also personally acquainted with individuals who are provided these services by AUF and are extremely unhappy with both the service provided and the cost for that service, particularly relative to other water utilities.

We request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida.

Sincerely,

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION:		

William B. Allen  
Arden A. Allen  
5033 Harbor Heights  
Lady Lake, FL 32159

Arden A. Allen  
William B. Allen  
7-13-11

**Arden and Bill Allen  
5033 Harbor Heights  
Lady Lake, FL 32159**

MID FLORIDA PDC

FL 32731

15 JUL 2011 PM



*Ms. Ann Cole  
Commission Clerk  
Florida Public Soc. Commission  
2540 Shumard Oak Blvd  
Tallahassee FL 32399-0850*

32399+0850



RECEIVED--FPSC

11 JUL 18 PM 12: 53

COMMISSION  
CLERK

7/15/2011

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Charles & Nancy Knapp  
5235 Island Terrace Ct.  
Lady Lake Fl 32159-6053  
352-751-3668

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

11 JUL 18 AM 7:29  
COMMUNICATION CENTER

RE: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole,

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF). While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on July 22.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- a- The transfer of the water system to AUF is not in the public interest.
- b- I question whether the proposed wastewater service documentation is accurate.
- c- The Notice which was provided to the residents was inaccurate and unclear.
- d- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida.

Sincerely,

Charles Knapp





Charles Krupp  
5235 Island Terrace Ct  
Lady Lake FL 32159  
352-751-3668

ORLANDO FL 328

25 JUL 11 PM 47



Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee FL 32399-0850

323990850



RECEIVED--FPSC

11 JUL 18 PM 12: 53

COMMISSION  
CLERK

39831 Grove Heights

Lady Lake, FL 32159

July 13, 2011

FPSC DISTRIBUTION CENTER  
11 JUL 18 AM 7: 27

110019-WS

Ms. Ann Cole

Commission Clerk

Florida Public Service Commission

2540 Shumard Oak Boulevard

Tallahassee, FL 32399-0850

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION:		

SUBJECT: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL

Dear Ms. Cole,

The FPSC must deny the transfer of the Harbor Hills Utilities Operating Certificate to Aqua Utilities because it may harm my family's ability to live out our retirement in good health and may even force us out of our home.

Aqua has proven itself to be a rapacious corporation who do not give a hoot about its customers. Their behavior is totally despicable through a well-documented and reported history of forcing-up rates and causing many of their most vulnerable customers to lose their homes. Moreover, Aqua has a track record of providing sub-standard water quality in many of their systems and doing nothing about these problems.

The FPSC must withstand the political pressure by our elected officials and do the right thing for us. Yes...withstand the pressure and be responsible to Florida voters, rather than the politicians who may be influenced by campaign contributions and other perks from Aqua.

Yours truly,

Handwritten signatures of Barry and Judith Pressman. The signature on the left is "Barry Pressman" and the signature on the right is "Judith Pressman".

Barry and Judith Pressman

Cc:

D. Bruce May, Jr.

Holland & Knight

315 South Calhoun Street, Suite 600

Tallahassee FL 32301

Barry Pressman  
39831 Grove Heights  
Lady Lake, FL 32159

ASHEVILLE NC 288

14 JUL 2011 PM 1 L



Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399-0850



110019-WSC

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

July 15, 2011

RECEIVED-FPSC

11 JUL 18 PM 12:52

R.E: Docket No. 110019-WSC. Agua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Agua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL. and Agua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System Request for Initial Rates and Charges and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole,

I have been advised that the water (and waste water) systems of the Harbor Hills Utilities, LP are being sold to Agua Utilities Florida, Inc (AUF). While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale and only learned of it in January 2011 through required PSC notice again on July 22.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States

I request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida.

Sincerely,

Calvin A. Zenker  
and

Anne P. Zenker

FPSC, CLK - CORRESPONDENCE  
☐ Administrative ☐ Parties ☒ Consumer  
DOCUMENT NO. 00829-11  
DISTRIBUTION: \_\_\_\_\_



Mr Calvin Zenker  
39251 Tacoma Dr  
Lady Lake FL 32159-6009



DISTR.

ENTER

11 JUL 18 AM 7:39





Mr Calvin Zenker  
39251 Tacoma Dr  
Lady Lake FL 32159-6009

ORLANDO FL 328

SEP 22 11 PM 6 T



Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL. 32399-0850



RECEIVED-FPSC

11 JUL 18 PM 12:51

COMMISSION  
CLERK

July 15, 2011

Ann Cole, Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

11 JUL 18 AM 7:29

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

RE: DOCKET # 110019-WS-AQUA UTILITIES FLORIDA INC'S APPLICATION FOR APPROVAL OF TRANSFER OF HARBOR HILLS UTILITIES, L.P. WATER SYSTEM TO AQUA UTILITIES FLORIDA, INC., AND AMENDMENT OF CERTIFICATE IN LAKE COUNTY, FL AND AQUA UTILITIES FLORIDA, INC'S APPLICATION FOR ORIGINAL CERTIFICATE FOR AN EXISTING WASTEWATER SYSTEM, REQUEST FOR INITIAL RATES AND CHANGES, AND AMENDMENT OF CERTIFICATE IN LAKE COUNTY, FL.

Dear Ms. Cole:

We have been advised that the water and wastewater systems of Harbor Hills Utilities LP are being sold to Aqua Utilities Florida Inc. (AUF). Evidently these negotiations have been underway for nearly two years. However, we were not informed of this proposed sale until earlier in 2011 through the PSC notice and again on July 22.

In addition, the notice which was provided to the residents was inaccurate and unclear.

We are very concerned about this sale due to the negative reports we have heard about AUF in Florida and in other states.

We are requesting that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and that they conduct a thorough investigation on their past and present operations in the State of Florida.

We appreciate your attention to this matter.

Sincerely,

*Tom Padden*  
*Nancy Padden*

Thomas and Nancy Padden  
38806 Harborwoods Place  
Lady Lake, FL 32159  
352-751-5600



Ms. Nancy Padden  
38806 Harborwoods Pl.  
Lady Lake, FL 32159

ORLANDO FL 328

16 JUL 11 PM 2 1



ANN COLE, COMMISSION CLERK  
FL. PUBLIC SERVICE COMM.  
2540 SHUMARD OAK BLVD.  
TALLAHASSEE, FL 32399-0850

323990850



Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC

11 JUL 18 PM 12:49

COMMISSION  
CLERK

July 13, 2011

11 JUL 18 AM 7:40

RE: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole,

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF). While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on July 22.


Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida.

Sincerely,

*Helen E. Deason*  
Helen E. Deason  
5728 Crestview Dr.  
Lady Lake, FL 32159



 Mrs. Helen E. Deason  
5728 Crestview Dr.  
Lady Lake, FL 32159

ORLANDO FL 328

16 JUL 11 PM 6 T



Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
~~Tallahassee~~, FL 32399-7085

RECEIVED--FPSC

11 JUL 18 PM 12:50

COMMISSION  
CLERK

11 JUL 18 AM 7:40

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Standard Oak Boulevard  
Tallahassee, Florida, 32399-0850

Re: Aqua Utilities, Florida

Dear Ms. Cole,

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

As a long time permanent Florida resident residing in a small residential community in Lake County, known as Harbor Hills, I am writing to you because it has been called to my attention that there are efforts underway by Aqua Utilities Florida Inc. to acquire our community water system.

Normally, this would not be a serious concern except for the fact that investigations of Aqua Utilities under other and similar circumstances have shown them to be less concerned with the welfare of those that they serve than they are in generating excessive profits for themselves.

There are many documents and reports attesting to this widespread activity of poor performance and service on the part of Aqua Utilities.

I know you are in receipt of these reports and that after your review of them, you will agree that we at Harbor Hills have much reason to be apprehensive regarding this transfer. A reasonable resolution of this concern could be the granting to the resident homeowners of Harbor Hills an opportunity to consider making a pecuniary offer for the community water system, or allowing sufficient time to arrange some other alternative that would be a mutually satisfactory solution.

As our steward and guardian of the public welfare and interests, I urge you to use the power and ability of your office to see that a resolution of disapproval for the transfer of Certificate 106W to Aqua Utilities Inc. is made.

Thank you for your concern and efforts in this matter.

Respectfully submitted by



Mr. and Mrs. Allen Fedewitz  
5340 Saddleback Court  
Lady Lake, FL 32159





Mr. Allen Fedewitz  
5340 Saddleback Ct.  
Lady Lake, FL 32159

ORLANDO FL 328

10 JUL 11 PM 2



Ms. ANN COLE  
Commission Clerk  
FLORIDA PUBLIC SERVICE COMMISSION  
2540 STANDARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA  
32399-0850

3239990850



ROGER WENDELKEN  
5405 Grove Manor  
Lady Lake Florida 32159  
352-259-4033

RECEIVED-FPSC

11 JUL 18 PM 12:49

COMMISSION  
CLERK

11 JUL 18 AM 7:41

July 16, 2011

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard *Oak* Boulevard  
Tallahassee, FL 32399-0850

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829.11		
DISTRIBUTION: _____		

Re: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL

Dear Commissioners:

I am a resident of Harbor Hills, living at 5405 grove manor. I can be reached at 352-259-4033 or via email at [rgw@embarqmail.com](mailto:rgw@embarqmail.com). I am strongly opposed to the pending transfer of ownership of the Harbor Hills Utility to Aqua Utilities. The track record of this firm borders on being criminal. Massive increases, poor service, questionable quality of the water are just a few items. It amazes me that rate increases are approved on a regular basis by the commission with no regard to the product and service delivered, I was under the IMPRESSION that the commission was supposed to PROTECT THE CONSUMER.

We have not even started with this fi n and the initial correspondence with them seems to be lacking, either by design or ineptness. The initial letter, was delivered in January 2011, it states that any objection must be filed within 30 days of the date identified in the letter. That date was January 7 2010. This of course made it impossible to respond in the allotted time frame. The next letter received on March 10 2011, states that any objection must be filed with in 30 days of the date stated in the letter, that date is January 7 2011, once again it would be impossible to object in the time frame indicated as it has already passed prior to the receipt of the notice. Not withstanding all of the other problems associated with this transaction the application should be rejected until AUF presents it's notice to the consumers in a time frame that would allow objections to be made.

This community has suffered from lack of sales, this includes new homes as well as resale's. The developer started a new section just about 3 years ago, to date he has less than 6 homes sold and finished. Resale's have been just as bad if not worse. Our home values have dropped drastically

**Ann** Cole,  
Commission Clerk  
Written Comments on Docket No. 1 10091  
Aqua Utilities Florida, Inc.'s Applications  
Page 2 of 7

and if you need to sell you can expect a price that is in the range of 60% of the cost of your home. If this sale of the water system is approved , any possibility of selling your house will be severely compromised.

This is a retirement community and as such most residents are on a fixed income, if the anticipated increases in our water rates takes place it will be a burden on everyone. We have a large number of homes either in foreclosure or bank owned now, the result of this sale will only worsen this situation. The developer has stated that 100 or so homes are in arrears on payment of homeowners dues.

I am also concerned about the pending law suits between the Grove and Harbor Hills pertaining to the water that the developer cut off. Will this be settled prior to the sale?

If this sale is approved will the developer still be able to take water from lake Griffin for the golf course ,and to sell to certain residential areas as he is doing now.?

I am also wondering what the status of the Harbor Hills Club House will be. It will be serviced by AUF, the anticipated price for that service will be rather high. I assume that we the consumer, would be advised, prior to the sale if an arrangement was made between Harbor Hills and AUF as it pertains to the developers charges for water and waste treatment? Are they required to divulge any type of arrangement?

In closing ,thank you for your attention to this mater. I hope that impact on the consumers involved in this matter is paramount in the decisions of your board. Aqua has a record that is counter productive to any community. I would hate to see this community go under due to the sale of this water utility. It is time for the PSC to stand up and be counted, We the consumers need protection and you are the organization that is chartered to do that, do not let Aqua destroy another community.

Sincerely

Roger Wendelken



CC

Holland & Knight  
Att; D.Bruce May Jr.  
315 South Calhoun Street  
Suite 600



Mr. Roger Wendelken  
5405 Grove Mnr  
Lady Lake, FL 32159-3532

ORLANDO FL 328

16 JUL 2 1 PM '6 L



Ms ANN COLE  
COMMISSION CLERK  
Florida PUBLIC SERVICE COMMISSION  
2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FL 32399-0850  
3239990850

RECEIVED-FPSC

Ms. Ann Cole

July 14, 2011

11 JUL 18 PM 12:48

Commission Clerk

COMMISSION  
Public Service Commission CLERK

2540 Shumard Oak Blvd.

Tallahassee, FL 32399-0840


 11 JUL 18 PM 12:48  
 COMMUNICATIONS CENTER

Dear Ms. Cole,

RE: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF). While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on July 22.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. AUF's reputation precedes them. In all of our research of this firm we are unable to come up with anyone satisfied with their quality of water or customer services. It is almost beyond belief they are still in business in the state of Florida or anywhere else. In addition their rates for the inferior services they provide are among the highest anywhere. Therefore, I request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida.

Sincerely,

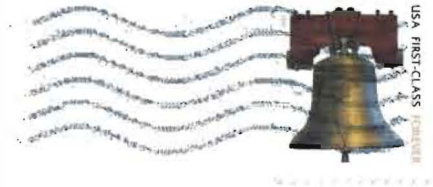
A handwritten signature in cursive script that reads "Carolyn Stewart".

Carolyn Stewart

Carolyn Stewart  
39145 Treeline Dr.  
Lady Lake, FL 32159

ORLANDO FL 328

16 JUL 11 PM 6 L



Ms. Ann Cole  
Commission Clerk  
Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Fl 32399-0840

32399-0840





Dr. and Mrs. James Bohn  
501 Market St.  
Mifflinburg, PA 17844

RECEIVED-FPSC

11 JUL 18 PM 12:47

COMMISSION  
CLERK

11 JUL 18 AM 7:42  
CENTER

Ms. Ann Cole  
Commissioner Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

July 13, 2011

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00829-11</u>		
DISTRIBUTION: _____		

RE: Docket No. 110019-WS-Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL. And Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole,

Although we are away from Harbor Hills for the summer, we still are very concerned about the sale of our present water system to Aqua Utilities Florida, Inc. We have been told these negotiations were underway for nearly two years, yet we the residents were unaware of this proposed sale. We learned of it in January and again recently in late June through required PSC notices.

We oppose this transfer because we do not feel it is in our best interest. We also know that the Notice which was provided to the residents was not accurate nor was it clear. We also believe Aqua Utilities Florida has a bad reputation and poor performance when it comes to serving the people who pay for their water. Water is the mainstay of good health and we have seen national television documentation and have heard horror stories from other communities and individuals in Florida that have proven this is an unworthy company. We request that the Public Service Commission deny the transfer of the Harbor Hills Utilities operating certificates to Aqua Utilities Florida and also that this company be investigated for their honesty, reliability, service and especially for the quality of water provided to the FL citizens who purchase it. Thank you.

Sincerely yours,

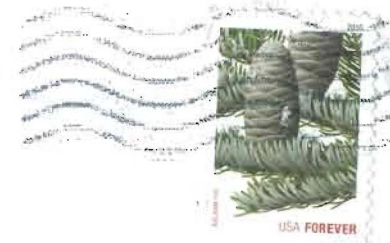
*Carol Bohn, James Bohn*

Carol and Jim Bohn, Florida Residents  
39819 Grove Heights  
Lady Lake, FL 32159

Bokv  
501 Market St.  
Mifflinburg, PA  
17844

HARRISBURG PA 171

14 JUL 2011 PM 3 T



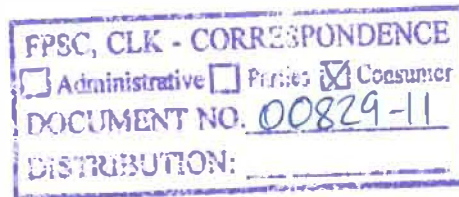
Ms. Ann Cole  
Commissioner Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

32399-0850



Martin J. Danaher  
5319 Grove Manor  
Lady Lake, FL 32159

July 14, 2011  
Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850



110019-WS  
DISTRIBUTION CENTER  
11 JUL 18 AM 7:44

Re: Docket No. 110019-WS-Aqua Utilities Florida, Inc Application for Approval of Transfer of Harbor Hills Utilities, L.P. to Aqua Utilities Florida, Inc and Amendment of Certificate in Lake County, FL and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an existing wastewater system, request for initial rates and charges and amendment of certificate in Lake County, FL.

Dear Ms. Cole:

My sister and I have been advised that the water and wastewater systems of Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc. (AUF). We were advised of this transaction very recently through the required PSC notice. However, we have also learned that the negotiations have been conducted confidentially for nearly two years without any opportunity for public interaction. Since the utility is a monopoly the only protection afforded to citizens is through the Florida Public Service Commission. We strongly urge that Director Devlin and the Commission halt the transfer, analyze the transaction and conduct an investigation of the performance of Aqua Utilities in Florida and other states in America.

We firmly believe the transfer of the water system to Aqua Utilities is not in the public interest. A significant amount of information is publicly available that documents Aqua's exorbitantly high rates and poor water quality in many communities in which Aqua operates in Florida.

Aqua's communication to residents of Harbor Hills dated June 22, 2011 states to that AUF is proposing to charge "the" existing rates on a monthly basis. The "the" is AUF's existing rates and the communication fails to state that AUF rates are more than three times higher than our current rates. It is of little comfort that at this time they are not proposing further price gouging. The communication was a clear attempt to mislead the residents of Harbor Hills. It seems that customer satisfaction is not and has not been a priority for Aqua Utilities.

It is our plea that the Florida Public Service Commission executes its responsibilities to the citizens of Florida by halting this expansion of Aqua Utilities in Florida and by conducting a thorough investigation of Aqua Utilities performance throughout the state. Water is vitally important to the welfare of the citizens and I believe a better alternative to Aqua can be found.

Yours truly,

A handwritten signature in blue ink, appearing to read "M. J. Danaher".

Martin J. Danaher

cc: D. Alan Hays, DMD  
State Senator  
District 20

H. Marlene O'Toole  
State Representative  
District 42

D. Bruce May, Jr.  
Holland & Knight  
315 South Calhoun Suite 600  
Tallahassee, FL 32301

RECEIVED--FPSC  
11 JUL 18 PM 12:46  
COMMISSION  
CLERK

DANAHER  
5319 GROVE MANOR  
LADY LAKE, FL  
32159

MID-FLORIDA FL 327

24 JUL 2011 PM 1 L



Ms. ANN COLE  
Commission Clerk  
FLORIDA PUBLIC SERVICE Commission  
2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FL. 32399-0850

DOCKET NO. 110019-WF-Aguc



Ms. Ann Cole  
Commission Clerk

July 13, 2011

Public Service Commission

2540 Shumard Oak Blvd.

Tallahassee, FL 32399-0840

Dear Ms. Cole,

11 JUL 18 AM 7:45



COMMISSION  
CLERK

11 JUL 18 PM 12:44

RECEIVED-FPSC

RE: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF). While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on July 22.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. In other words I have a very low opinion of these greedy crooks who are trying to get rich on the backs of small water utility customers. Not only are they greedy, but their customer services records are deplorable. Therefore, I request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida.

Sincerely,

John Stewart

*John Stewart*  
39145 TREELINE DR.  
LADY LAKE, FL 32159

J. STEWART  
39145 TREELINE DR.  
LADY LAKE, FL 32159

MID FLORIDA PDC  
FL 327 3 T  
14 JUL 2011 PM



MS. ANN COLE  
COMMISSION CLERK  
PUBLIC SERVICE COMMISSION  
2540 SHUMARD OAK BLVD  
TALLAHASSEE, FL 32399-0840

32399+0850





July 13, 2011

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850



RECEIVED-FPSC  
11 JUL 18 PM 12:44  
COMMISSION  
CLERK

RE: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole,

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF). While these negotiations have been underway for nearly two years, residents were unaware of this proposed sale, and only learned of it in January 2011 through a required PSC notice and, once again on June 22 with some alterations in verbiage.

Since water is vital to our health, as well as to our quality of life in Harbor Hills, I oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- Our experts claim the proposed wastewater service documentation is inaccurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida.
- Homeowners are interested in pursuing avenues of self-directed water management. A committee has been formed.

Sincerely yours,

A handwritten signature in blue ink that reads "David W. Rystrom". The signature is written in a cursive, flowing style.

David W. Rystrom

David & Annette Rystrom  
6000 Spinnaker Loop  
Lady Lake, FL  
32159

MID FLORIDA PDC  
FL 327 BT  
14 JUL 2011 PM



Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL

32399+0850

.....3.23.9.R.H.A. 50.....



# INTERNATIONAL CHRISTIAN MISSIONS

BOBBY and JOANNE DEASON

6038 TOPSAIL ROAD, LADY LAKE, FLORIDA 32159

E-mail: BJDeason@Comcast.net Tel: 352-750-3182

Website: Lifecommunications.faithsite.com



Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

July 18, 2011

COMMISSION  
CLERK

11 JUL 18 PM 12:43

RECEIVED-FPSC

RE: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole,

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF). While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on July 22.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the state of Florida.

Sincerely,

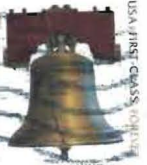
*Bobby Deason*  
Bobby and Joanne Deason  
6038 Topsail Road  
Lady Lake, FL 32159

**Mr. & Mrs. Bobby Deasor**  
6038 Topsail Rd.  
Lady Lake, FL 32159-5900

MID FLORIDA FDC

FL 32731

PM



Ms. Ann Cole  
Commission Clerk  
F. P. S. C.  
2540 Shomard Oak Blvd.

Tallahassee, FL 32399-0852

32399-0852



110019-WS

RECEIVED-FPSC

11 JUL 18 PM 12:43

COMMISSION  
CLERK

DISTRIBUTION CENTER  
11 JUL 18 AM 7:46

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850



RE: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL., and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.  
Dear Ms. Cole,

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF) While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on July 22.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida.

Sincerely,

*James Chester*  
*Pamela A. Chester*  
5021 Harbor Hgts.  
Lady Lake, FL 32159

James & Pamela Chester  
5021 Harbor Hgts.  
Lady Lake, FL 32159

MID-FLORIDA PSC  
FL 32731  
24 JUL 2011 PM



**Ms. Ann Cole  
Commission Clerk  
FPSC  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850**

32399+0850





RECEIVED-FPSC

11 JUL 18 PM 12:45

COMMISSION  
CLERK

From: nyeguy24 <nyeguy24@aol.com>

To: Filings <Filings@psc.state.fl.us>

Subject: Att.- Ann Cole - Aqua Utilities new filing for Harbor Hills in Lake County, Docket #110019-WS

Date: Wed, Jul 13, 2011 2:10 pm

Dear Ann, We at Harbor Hills community in Lake County have written you many times on this matter. To all started 2 years ago without our knowledge. We were first advised of this transfer in January, 2011. The overwhelming majority of the residents oppose this transfer. We believe the reputation & performance record of Aqua Utilities is HIGHLY questionable. Why would anybody want them. They have the highest rates and worst service record in Florida and I am told also all over the country. Why would the Public Service Commission just keep adding new utility companies to their portfolio when there record is so bad? Channel 9 (ABC) in Orlando has been ripping them apart. We also have to use our water company to water our lawns since there is a well restriction in our community. Would you want a \$200.00 or more water bill each month? Please deny this transfer and conduct a through investigation into their past & present practices. There are other buyers for our utility company that can be considered. Please Help Us !!!!!!!!!!! Thank you for your consideration in this matter. Sincerely, Dave & Diane Nye (Please print this letter and make sure Ann Cole gets a copy).

110019-WS

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

Sincerely,  
Dave  
&  
Diane Nye

11 JUL 18 AM 7:45



**Mr. David A. Nye**  
5715 Crestview Dr.  
Lady Lake, FL 32159-5928

MID FLORIDA PDC  
FL 327 3 T  
14 JUL 2011 PM



Ms. ANN COLE  
COMMISSION CLERK - FLA. PUBL. SAFETY MM.  
2540 SUMMARD OAK BLVD.  
TALLAHASSEE, FL. 32399-0850

32399+0850



**FPSC, CLK - CORRESPONDENCE**  
☐ Administrative ☐ Parties ☒ Consumer  
 DOCUMENT NO. 00829-11  
 DISTRIBUTION: \_\_\_\_\_

Ms. Ann Cole  
 Commission Clerk  
 Florida Public Service Commission  
 2540 Shumard Oak Boulevard  
 Tallahassee, FL 32399-0850

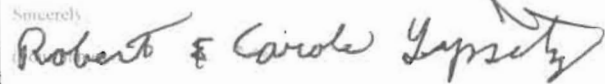
5430 Emerald Bay Ln  
 Lady Lake, FL 32159  
 July 13, 2011

RE: Docket No. 110019-WS - Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment  
 Dear Ms. Cole:

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, L.P. are being sold to Aqua Utilities Florida, Inc. (AUF). While these negotiations were in progress, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on July 22.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission (PSC) revoke the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida.

Sincerely,  


COMMISSION  
 CLERK

11 JUL 18 PM 12:

RECEIVED-FP

ROBERT H. LIPSITZ  
CAROLE A. LIPSITZ  
5430 EMERALD BAY LN.  
LADY LAKE, FL 32159-6062

FLORIDA

FL 32731

34 JUL 2011 PM



Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850  
ATTN: Mr. Ann Cole

32399+0850



RECEIVED-FPSC

July 14, 2011

11 JUL 18 PM 12:34

COMMISSION  
CLERK

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole,

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF). While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on July 22.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida.
- My previous experiences with Aqua of Illinois shows the company to be unresponsive to bills inquiries and repair requests (some of which included repair to fire hydrants). It would appear that AUF had the same reputation.

Sincerely,

*Rodney Rogers*  
*Karen Rogers*

Rodney and Karen Rogers (Harbor Hills Residents)  
5720 Spinnaker Loop  
Lady Lake, FL 32159

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		



MID-FLORIDA FDC  
FL 32731  
14 JUL 2011 PM



ms. Ann Cyle, Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399+0850





RECEIVED-FPSC

July 13, 2011

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

11 JUL 18 PM 12:33

11 JUL 18 AM 7:47

RE: Docket No. 110019-WS-Aqua Utilities Florida, Inc's Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, Florida and Aqua Utilities Florida, Inc's Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Changes, and Amendment of Certificate in Lake County, Florida.

Dear Ms. Cole,

I have been advised that the water ( and wastewater) systems of the Harbor Hills Utilities, L.P. are being sold to Aqua Utilities Florida, Inc (AUF). While these negotiations were underway for the better part of two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on July 22.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida.

Sincerely,

*Robert S. Ellis*  
39206 Treeline Drive  
Harbor Hills  
Lady Lake, Florida 32159

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829411		
DISTRIBUTION:		

RECEIVED-PPSC

11 JUL 18 PM 12:33

COMMISSION  
CLERK

July 3, 2011

11 JUL 18 AM 7:47

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

RE: Docket No. 110019-WS-Aqua Utilities Florida, Inc's Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, Florida and Aqua Utilities Florida, Inc's Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Changes, and Amendment of Certificate in Lake County, Florida.

Dear Ms. Cole,

I have been advised that the water ( and wastewater) systems of the Harbor Hills Utilities, L.P. are being sold to Aqua Utilities Florida, Inc (AUF). While these negotiations were underway for the better part of two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on July 22.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida.

Sincerely,

*Margaret M. Ellis*

39206 Treeline Drive  
Harbor Hills  
Lady Lake, Florida 32159

Dr. & Mrs. Robert S. Ellis  
39206 Treeline Drive  
Lady Lake, Florida 32159

MID FLORIDA FDC  
FL 32731  
14 JUL 2011 PM



Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee Florida, 32399-0850

32399+0850



JOHN & ALEXIS  
AME

5460 GROVE MANOR  
LADY LAKE, FL 32159

PHONE: 352-750-2487  
E-mail: [john-frame@comcast.net](mailto:john-frame@comcast.net)

MEMORANDUM

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

13 July 2011

RE: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole,

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF). While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on July 22.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

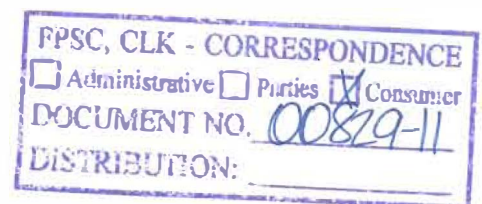
- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida.

It is our intent to conduct research to possible alternatives to Aqua.

Sincerely,

*John Frame*

John Frame



John & Alexis Frame  
5460 Grove Manor  
Lady Lake, FL 32159

MID FLORIDA PDC  
FL 32731  
14 JUL 2011 PM



Ms Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399+0850



July 13, 2011

Ms. Ann Cole  
Commission Clerk  
**Florida Public Service Commission**  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850



11 JUL 18 AM 7:48  
RECEIVED-FPSC

**SUBJECT:** Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL

11 JUL 18 PM 12:33  
COMMISSION  
CLERK

Ms. Cole:

As twelve-year residents of Harbor Hills, Lake County, my wife and I recently received notification that the water (and wastewater) systems of the Harbor Hills Utilities, LP are in the process of being sold to Aqua Utilities Florida, Inc (AUF).

We do not dispute the right of the developer to sell his property. However, we have sincere concerns about the great likelihood of this sale's negative impact on the quality of our water and current lifestyle. Therefore, we strongly oppose this transfer. We further understand that the consummation of this sale is contingent upon AUF receiving approval from the Florida Public Service Commission.

Ms. Cole, it is often said, "*past history is the best predictor of future behavior*". We believe the reputation and performance record of AUF is highly questionable based on the facts and experiences reported in Florida and other States. Below I offer a few of many—allegations that have appeared within the public domain over the past few months:

- FlowFlorida.com reports that Aqua has been at the center of controversy in recent years over a series of rate increase requests. Residents have complained the rates are unjustified and unaffordable and have criticized Aqua's documented poor customer service record.
- July 1, 2011: According to Filed Document #04525, dated July 1, 2011, the citizens from the State of Florida, through the Office of Public Counsel "disputed issues of material facts, including the Commission's finding of marginal quality of service provided by Aqua to its customers in the PAA Order should be set aside. Aqua's quality of service should be found to be unsatisfactory. The Commission should lower Aqua's return on equity (ROE) by 100 basis points based on its less than satisfactory quality of service."
- June 30, 2011: According to an article by the St. Petersburg Times, "State environmental officials have warned Aqua Utilities about "possible violations of law" at two sewage plants in west Pasco. The article went on to say, "The letter describes tennis ball-sized "solids" floating in one tank and a foot of sewage in an area that shouldn't have any solid waste. Findings at the Jasmine Lakes plant include excessive waste and leaking equipment. A report from March found each plant exceeded certain bacteria levels in treated water."



- June 3, 2011: According to an article on Ocala.Com, "Water rates will increase a hefty 65.5 percent for Marion County customers of Aqua Utilities Florida, which serves the Ocala Oaks subdivision. The hike makes it the most expensive water utility in Marion."
- May 25, 2011, TALLAHASSEE : According to a report on seekingalpha.com, "More than 100 customers of Aqua Utilities Florida attended today's Florida Public Service Commission meeting, asking the commission not to grant the \$4.1 million rate hike the company wants. Bearing jars filled with water they said was foul-smelling and white socks that turned yellow when washed, customers from tiny communities such as Jasmine Lakes, Palm Terrace and Zephyr Shores in Pasco County relayed story after story about the company's substandard service and billing practices, already high rates and poor water quality."
- March 21, 2011: U.S. Senator Bill Nelson, FL, jumped into the debate over Aqua Utilities' proposed rate increase for 117,000 Aqua Utilities customers that is pending before the Florida Public Service Commission. Nelson complained about the rate increase in a letter to PSC Chairman Art Graham. (Nelson's request is similar to a resolution approved last November by the Polk County Commission asking PSC members to delay or reduce the rate increase.)
- February 18, 2011: WFTV (CH 9) reported, "Dozens of Lake County residents are fighting to keep a controversial company out of their water supply. Aqua Utilities wants the state to approve its purchase of a company that served 700 people near Lady Lake."
- January 28, 2011: WFTV (CH 9) reported, "A troubled water company is causing more problems Friday. Some homeowners in Lake County told WFTV that their bills are so high, and their water is so dirty, that they're digging their own wells."
- July 28, 2010, WFTV (CH 9) reported, "This is one of the most unexplainable water bills WFTV has ever seen. A Mims woman uses so little water that her bills are usually only \$15 per month. Now, out of nowhere, her bill jumped to more than \$300, and she says she's not using any more water." [Customer], "says she can't drink the water from her faucet, she doesn't water her lawn, and she uses only paper plates."  
*Aqua Utilities has faced problems in other areas, as well. WFTV covered numerous complaints about the quality in Chuluota in Seminole County. Last year, the state rated Chuluota's water system as unsatisfactory and, earlier this year, the state ordered Aqua Utilities to monitor water quality for the rest of the year at several other sites.*
- August 2, 2010, WFTV (CH 9) reported, CENTRAL FLORIDA -- Another customer told WFTV Monday that Aqua Utilities overcharged her hundreds of dollars. It's one of several complaints that have come in to WFTV. Except this time, her son-in-law installed a second water meter and now the two don't match up. WFTV confronted state regulators who are supposed to be tracking the accuracy of Aqua's meters. At 94 years old, [Customer] doesn't see too well, but the charges on her latest water bill from Aqua Utilities were (*continued*)

Ms. Ann Cole  
Commission Clerk  
July 13, 2011  
Page 3.

hard to miss “I thought it was a joke.” She was charged \$560 for more than 30,000 gallons of water at her small duplex near Lake Placid. “Is there any way you used 30,000 gallons of water last month?” WFTV reporter Eric Rasmussen asked. “That would be impossible. I used the same amount as every month,” she said.

- March 16, 2010, Tallahassee, Fla.—Kicking off a coordinated effort to improve water service for millions of Floridians, FLOW Florida, a coalition of community groups from 19 counties around the state, and the consumer advocacy group Food & Water Watch, spoke out against the private water provider Aqua Utilities Florida (Aqua). Standing before the Florida Public Service Commission (PSC), residents representing Aqua customers in Pasco, Polk, Seminole, Volusia and the other 15 counties where Aqua operates, spoke of the smelly, often undrinkable water, exorbitant rates, and unresolved customer issues suffered under the company’s service.


**Florida is not the only state showing alleged issues of concern:**

According to reports, Aqua America, Aqua Utilities Florida’s parent company, has also come under attack in recent years, with many of its other systems such as those in New York, Ohio, North Carolina, Pennsylvania, Virginia, and Texas facing service problems similar to those in Florida. The city of Fort Wayne, Indiana—after experiencing yellow water and soaring bills, moved in 2009 to cancel its contract with Aqua America, and restore its water to public control.

- August, 2010: United States Senator Charles E. Schume, called for the General Accountability Office (GAO), the investigative arm of Congress, to examine Aqua America, Inc.’s continued eligibility to receive federal funds, citing questionable business practices of its New York subsidiary, Aqua New York, and a recent report by Food and Water Watch that raised concerns about the company’s aggressive strategy to raise consumer water rates.

Ms. Cole, as stated previously, **We strongly oppose this transfer.** The prior alleged critical issues along with others—demand that we, as concerned residents of Harbor Hills, Lake County, not ignore this most important matter. Therefore, we request that the Florida Public Service Commission conduct a thorough investigation of the past and present operations of AUF in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to Aqua Utilities Florida, Inc.

Respectfully,

  
Jack L. Hayes  
5920 Spinnaker Loop  
Lady Lake, FL 32159

Jack L. Hayes  
5920 Spinnaker Loop  
Lady Lake, FL 32159

MID. FLORIDA FL 323

14 JUL 2011 PM 1 T



Ms. Ann Cole  
Commission Clerk  
**Florida Public Service Commission**  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399-0850



July 15, 2011

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

☐ Administrative ☐ Parties ☒ Consumer  
DOCUMENT NO. -11  
DISTRIBUTION: \_

RE: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

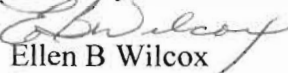
Dear Ms. Cole,

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF). While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on July 22.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida.

Sincerely,

  
Ellen B Wilcox

Ellen B. Wilcox  
5500 Citation Court  
Lady Lake, FL 32159



Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

32399-0850



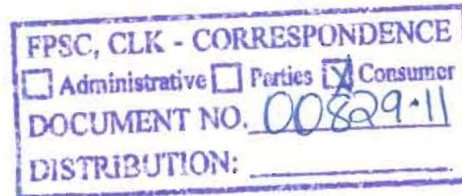
From the Desk of.....

Betty Leland  
Office of the Chairman

7/18/11

Clerk's Office

Betty Leland   
Office of the Chairman

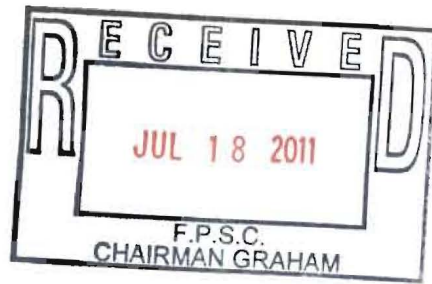


RECEIVED-FPSC  
11 JUL 18 AM 10:42  
COMMISSION  
CLERK

*Please add these letters to Docket Correspondence -Consumers  
and their Representatives to the dockets noted on the letter.*

/bl





# 110019

6120 Topsail Rd.  
Lady Lake, FL 32159  
July 14, 2011

Chairman Art Graham  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Dear Chairman Graham,

We are writing to urge the Public Service Commission (PSC) to deny AQUA Utilities Florida, Inc.'s application for a transfer of the waste-water certificate from Harbor Hills Utilities pursuant to Docket No. 110019-WS, as it is not in the best interest of the public and, in particular, your constituents. Despite AQUA's assertions in its application, *"The proposed acquisition would place the water and wastewater operations of the Harbor Hills water and wastewater system in the hands of an experienced company and industry leader whose sole focus in the provision of high quality water and wastewater service at reasonable prices."* AQUA's track record is contrary to this. The horror stories of ever-increasing, excessive rates, billing nightmares, poor water quality, and inadequate service, abound throughout AQUA's service areas to include Florida. Chuluota, Seminole County is experiencing, on average, 3 times the cost for water and sewage that nearby Oviedo is paying. Seminole County is working to purchase back the system from AQUA, but has not agreed to a valuation as yet. AQUA is saying that the value is about 4 times the valuation specified by Seminole County. The residents of Harbor Hills do not want to be faced with this situation. Additionally, AQUA is responsible for the great majority of complaints to the PSC by consumers, and they have also been fined for their billing problems. We, along with my neighbors, your constituents, urge you to ensure that Aqua's request for the transfer of the certificate be denied.

Robert and Jessica Carlton  
Harbor Hills Residents



MID FLORIDA FL 327

15 JUL 2011 PM 1 T



CHAIRMAN ART GRAHAM  
FLORIDA PUBLIC SERVICE COMMISSION  
2540 SHUMARD OAK BLVD.  
TALLAHASSEE, FL 32399-0850

32399\$0850



Florida Public Service Commission  
2540 Shumard Oak Road  
Tallahassee, FL 32399-0850

July 13, 2011



Re: Docket #110019-WS-Aqua Utilities Florida, Inc.'s (Aqua) application for approval of the transfer of Harbor Hills Utilities, LP's water system to Aqua.

Attn: Art Graham, Chairman

Because of inaccuracies in its original notification, Aqua Utilities of Florida was directed by the PSC to re-issue their letters of application for transfer of the water utility from Harbor Hills. Therefore, I am re-submitting my earlier letter, dated 3/23/11, to the PSC to deny this transfer. Nothing has changed. Witness the recent 65% rate increase for Aqua customers in Marion County and the PSC reprimand of the company for its "marginal quality of service". My earlier letter to you follows:

I am a resident of the Harbor Hills community located in Lady Lake, Florida. Aqua Utilities Florida, Inc (Aqua) has made application for approval to transfer the Harbor Hills Utility, LP to Aqua. I encourage the Commission to deny this transfer as it is not in the public interest.


As I am sure the Commission is aware, Aqua does not enjoy a good reputation among its customer base in Florida. There are numerous complaints by communities and individuals of poor water quality, inferior service and unaffordable rates. Hopefully, the PSC is currently investigating Aqua's operations in our state.

Although this pending transfer has been in the works for almost two years, residents of Harbor Hills were not informed until January 2011, when we received a notice from Aqua. The developer (Michael Rich), who is also the president of the Harbor Hills HOA, intentionally kept residents out of the loop regarding the proposed sale of the utility company to Aqua. At a meeting of about 500 residents on March 22, 2011, homeowners, by show of hands, expressed their unanimous support to request the assistance of the Office of Public Counsel to identify other options and possible alternatives.

I am requesting the Commission to rule in the best interests of the homeowners in our community by denying the transfer of water certificates from Harbor Hills Utility to Aqua Utilities Florida, Inc.

Thank you for your consideration.

Sincerely,

  
John H. Hargest III  
39407 Harbor Hills Blvd  
Lady Lake, FL 32159

CC: The Honorable Alan Hayes, State Senator  
The Honorable Marlene O'Toole, House Representative  
D. Bruce May, Jr., Holland & Knight



RECEIVED--FPSC

11 JUL 15 PM 2:00

COMMISSION  
CLERK

July 12, 2011

Leroy A. Packard  
39425 Harbor Hills Blvd  
Lady Lake, Fl. 32159-5910  
Ph. - 352 259 1599Ms Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Fl. 32399-0850

Re. PSC, Docket #110019 WS - Florida Aqua Utilities, Inc.'s Application for approval of Transfer of Harbor Hills Utilities, L. P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, Fl. And Aqua Utilities Florida Inc.'s Application for Original Certificate for an Existing Water Waste System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, Fl.

Dear Senator Hayes:

I have just learned that Harbor Hills Utilities, LP, our water supplier, has been sold to Aqua Utilities Florida, Inc.. I understand negotiations for this sale has been underway for 2 years, I was alerted to this upon receipt of the required PSC notice on January 11, 2011 and again on July 11, 2011, I also found this notice inaccurate and unclear. Water is vital to all of us, the Quality and Affordability is of utmost importance, Aqua Utilities Florida, Inc and all of it's affiliates, do have a reputation for either. I do not believe that this sale is in the best interest of the public. Therefore I am requesting your assistance in blocking the transfer of the Certificate from transferring from Harbor Hills Utilities, LP to Aqua Utilities, Inc. , thus giving us time to investigate a better solution, that would not jeopardize the Quality and Affordability of our water to suggest to Harbor Hills Utilities, LP that would.

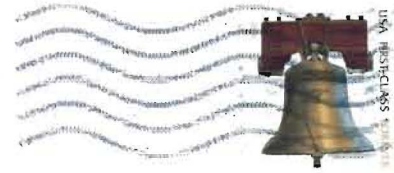
Sincerely,

A handwritten signature in black ink, appearing to read 'Leroy A. Packard', written over a horizontal line.

Leroy A. Packard

Leroy A. & Janet C. Packard  
39424 Harbor Hills Blvd.  
Lady Lake, FL 32159-5910

MID FLORIDA PDC  
FL 327 3 T  
13 JUL 2011 PM



Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

32399+0850





RECEIVED-FPSC

11 JUL 15 PM 1:00

COMMISSION  
CLERK

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

11 JUL 15 AM 7:19  
PUBLIC SERVICE CENTER

RE: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole,

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF). While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through required PSC notice and again on July 22.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons: »

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida.

Sincerely,

*Roger Tousignant*

Roger Tousignant  
5112 Grove Manor  
Lady Lake, FL 32159

Dated July 13, 2011

Roger Tousignant  
5112 Grove Manor  
Lady Lake, FL 32159

MID FLORIDA POC  
FL 32747  
13 JUL 2011 PM



Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399+0850



RECEIVED-FPSC

11 JUL 15 PM 1:00

July 13, 2011

COMMISSION  
CLERK

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

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

11 JUL 15 AM 7:18  
COMMUNICATIONS CENTER

RE: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole,

I have been advised that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc (AUF). While these negotiations were underway for the better part of nearly two years, *we were unaware of this proposed sale*, and only learned of it in January 2011 through required PSC notice and again on July 22.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.
- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- ***I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida.***

Sincerely,

Clifford E Carpenter  
Laurel Carpenter

Clifford and Laurel Carpenter

39053 Griffin Landing, Lady lake, Florida 32159 352-751-0328

39053 Griffin Landing  
Lady Lake, Fl. 32159

MID-FLORIDA FL 327

13 JUN 2012 PM 1 1



Attention: Ms. Cole

Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Fl.

32399-0850

32399+0850



**Diamond Williams**

110019-WS

**From:** Diamond Williams  
**Sent:** Thursday, July 14, 2011 1:21 PM  
**To:** Ellen Plendl  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** FW: Email for Docket 110019-WS

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829.11		
DISTRIBUTION:		

**Attachments:** RE: Aqua Utilities; Consumer Inquiry - Aqua Utilities Florida, Incorporated



RE: Aqua  
Utilities



Consumer  
Inquiry - Aqua Utili

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 110019-WS.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: diwillia@psc.state.fl.us  
Phone: 850-413-6094

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

-----Original Message-----

From: Ellen Plendl  
Sent: Thursday, July 14, 2011 8:42 AM  
To: Diamond Williams  
Cc: Matilda Sanders; Hong Wang  
Subject: Email for Docket 110019-WS

See attached correspondence and PSC response for correspondence side of Docket 110019-WS.

## **Diamond Williams**

---

**From:** Governor Rick Scott [Rick.Scott@eog.myflorida.com]  
**Sent:** Thursday, July 14, 2011 7:45 AM  
**To:** William Allen  
**Subject:** RE: Aqua Utilities

Dear Mr. Allen:

Thank you for contacting Governor Rick Scott's Office to share your concerns about Aqua Utilities. Governor Scott asked that I respond on his behalf.

Governor Scott wants to know how people feel about the many critical issues we face and your input is important to him. However, as you know, the agency that regulates certain privately-owned utilities is the Public Service Commission, which is an arm of the legislative branch of government. I encourage you to share your concerns with the Commission directly. Within the Public Service Commission is a Division of Regulatory Compliance and Consumer Assistance, which I believe may be able to assist you. To assist you, I forwarded a copy of your email to the Public Service Commission for their review. If you want to contact the Commission please call 1-800-342-3552 or contact them by using the information provided below.

Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

For more information on the services the Public Service Commission does and does not regulate, please view the online brochure entitled "When to Call the PSC" which is available on the Public Service Commission's Web site at [www.floridapsc.com/publications/consumer/brochure/When\\_to\\_Call\\_the\\_PSC.pdf](http://www.floridapsc.com/publications/consumer/brochure/When_to_Call_the_PSC.pdf).

Citizens have the opportunity to influence legislation on this issue by contacting their local legislative delegation. You may wish to write to your senator or representative. Those with internet access can find contact information for their legislators and track bills as they proceed through the legislative process at [www.leg.state.fl.us](http://www.leg.state.fl.us).

Thank you again for taking the time to contact the Governor's Office. We hope your concerns can be resolved to your satisfaction.

Sincerely,

Jennifer Britt  
Office of Citizen Services

**From:** William Allen [mailto:billallen2368@gmail.com]  
**Sent:** Wednesday, July 13, 2011 2:32 PM  
**To:** Governor Rick Scott  
**Subject:** Aqua Utilities

Dear Governor Scott,  
We live in Harbor Hills in lady lake,Florida near the Villages.  
We have a big problem here which we hope you can help us with.



The management here is attempting to sell our water service to a company called Aqua Utilities.

The matter is presently before the PSC.

We are not disputing the right of the management to sell the service but are strongly opposed to approval by the PSC of Aqua as the provider.

Aqua has a rotten reputation which has been covered in numerous reports in the media.

The Ocala Star Banner recently reported that the PSC had granted Aqua a 65% rate increase while concurrently criticizing them for poor customer service.

What kind of illogic is that.?

Should the PSC have told them to clean up their customer service and then their request for a rate change would be considered on its merits.

I have read numerous articles and spoken to people and the reports on Aqua are all bad.

We are asking that you use your influence on our behalf in denying the sale to Aqua.

We will appreciate your help.

I request some kind of meaningful reply to my letter.

Thank you

William B Allen

## **Diamond Williams**

---

**From:** Randy Roland  
**Sent:** Thursday, July 14, 2011 8:38 AM  
**To:** 'billallen2368@gmail.co'  
**Subject:** Consumer Inquiry - Aqua Utilities Florida, Incorporated

Mr. William Allen  
billallen2368@gmail.com

Dear Mr. Allen:

The Governor's office forwarded a copy of your E-mail regarding Harbor Hills Utilities, L.P. (Harbor Hills Utilities) and Aqua Utilities Florida, Incorporated (Aqua Utilities) to the Florida Public Service Commission (PSC). The PSC regulates investor-owned electric, natural gas, and telecommunications utilities throughout Florida, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the PSC.

You expressed a concern about Aqua Utilities' application to transfer Harbor Hills Utilities' water system to Aqua Utilities. We appreciate your comments regarding the application and will add your correspondence to Docket No. 110019-WS.

If you have any questions or concerns please call Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Randy Roland  
Regulatory Program Administrator  
Division of Safety, Reliability & Consumer Assistance Florida Public Service Commission

110019-WS

Ellen Plendl

RECEIVED FPSC

**From:** Ralph Udick [eeiralph@embarqmail.com]  
**Sent:** Wednesday, July 13, 2011 4:41 PM  
**To:** Consumer Contact  
**Cc:** Clifford and Helga Cail; Karen and Ulrich Setz; Senator Alan Hays; Marlene O'Toole  
**Subject:** Letter of Objection - Purchase of Harbor Hills Utilities by AUF

11 JUL 14 PM 2:00

COMMISSION  
CLERK

**Attachments:** LtrEmailPSC13Jul11RefAUF.pdf



LtrEmailPSC13J  
11RefAUF.pdf (

Ms. Cole:

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

Subject letter of objection requesting that the PSC reject the transfer of Harbor Hills Utilities, L.P.'s Water System to AUF (Docket No. 110019-WS-Aqua Utilities Florida, Inc.) is attached.

Respectfully,

Ralph

**RALPH A. UDICK** ● 39245 Tacoma Drive ● Lady Lake, FL 32159-6009  
PHONE/FAX: (352) 751-0345 ● Cell: (352) 430-8776 ● E-mail: eeiralph@embarqmail.com

LETTER VIA EMAIL

July 13, 2011

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

SUBJECT: Docket No. 110019-WS-AquaUtilities Florida, Inc. (AUF) Application

This letter respectfully requests that the Florida Public Service Commission (PSC) reject the application of AUF to transfer the water and waste water systems of Harbor Hills Utilities, L.P. to them. As you are certainly aware, AUF has a demonstrated unsatisfactory performance record in Florida that has resulted in many protests before the PSC and other public fora. No further transfer of water systems should be granted this business entity until a thorough investigation of its past and present operations has been completed to assure the public that its operations and practices are proper and in the public interest.

As ten year residents of the Harbor Hills Community in Lake County, Florida, my wife and I are very disturbed to learn of this pending transfer of our community water system to AUF. We understand that this sale has been in the works for over two years, yet we were not notified until late January this year in a lengthy, very vague and highly legalistic notice that stated essentially this deal is done. Since this notification contained inaccuracies, it was necessary for AUF to send us a corrected notice dated June 22, 2011. Given this very late notice, the total lack of any consideration of alternative options or buyers, and the terrible reputation of AUF, the sole purchaser, we strongly oppose this transfer.

Water, along with air, is one of only two items essential to life itself. Existing law mandates that a homeowners' association must be given the right of first refusal whenever recreational facilities serving the community are offered for sale. It's ironic that this right of first refusal is not granted to the community involving a life sustaining service as water. Your decision to investigate AUF operations will be applauded by the residents of Harbor Hills and many other Floridians.

Respectfully,



Ralph A. Udick

Cc: Representative Marlene O'Toole and Senator Alan Hays

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



DIVISION OF SAFETY, RELIABILITY &  
CONSUMER ASSISTANCE  
DANIEL M. HOPPE, DIRECTOR  
(850) 413-6480

## Public Service Commission

July 14, 2011

Mr. Ralph Udick  
39245 Tacoma Drive  
Lady Lake, FL 32159-6009

RE: PSC Inquiry 1018464C

Dear Mr. Udick:

This is in response to your correspondence to the Florida Public Service Commission (PSC) regarding Harbor Hills Utilities, L.P. (Harbor Hills Utilities) and Aqua Utilities Florida, Incorporated (Aqua Utilities).

You expressed a concern about Aqua Utilities' application to transfer Harbor Hills Utilities' water system to Aqua Utilities. We appreciate your comments regarding the application and will add your correspondence to Docket No. 110019-WS.

If you have any questions or concerns please call Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

A handwritten signature in black ink that reads "Randy Roland".

Randy Roland  
Regulatory Program Administrator  
Division of Safety, Reliability &  
Consumer Assistance

RR:mep

FPSC, CLK - CORRESPONDENCE  
☐ Administrative ☐ Parties ☒ Consumer  
DOCUMENT NO. 00829-11  
DISTRIBUTION: \_\_\_\_\_

RECEIVED-FPSC

11 JUL 13 PM 2:38

COMMISSION  
CLERK

110019-WS

11 JUL 11 AM 7:20  
RECEIVED

July 4, 2011

Ms. Anne Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Subject Docket No. 110019-WS- Aqua Utilities Florida, Inc's application for Approval of Transfer of Harbor Hills Utilities, L.P. Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL. And Aqua Utilities Florida, Inc's Application for Original Certificate for an Existing Wastewater System, Requests for initial Rates and charges, and the Amendment of Certificate in Lake County, FL.

This transfer is definitely not in the public interest.

After doing a thorough research on this company, and I suggest you do the same. It's reputation for honesty with its customers, the quality of water, the lack of corrections for any problems that arise and its business practices are very questionable. They have a very poor reputation in Florida as well as other states. Their only goal is to make money at the expense of the homeowners without doing anything to deserve it.

Please do not let this happen.

Thank you.



Barbara W. Gube  
5447 Grove Manor  
Lady Lake, Florida 32159

cc D. Bruce May Jr.  
Holland & Knight  
315 South Calhoun Street  
Suite 600  
Tallahassee, FL 32301

RECEIVED

JUL 11 2011

Florida Public Service Commission  
Division of RCA

JUL 11 2011

RECEIVED





Ms Barbara Gube  
5447 Grove Mnr  
Lady Lake, FL 32159-3532

*AK*



RECEIVED

JUL 11 2011

Florida Public Service Commission  
Division of RCU

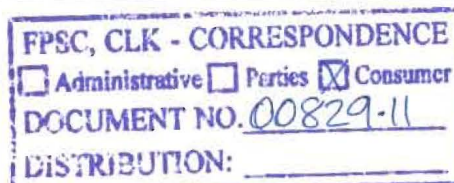
Ms. Anne Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

323990850



**Diamond Williams**

110019-WS

**From:** Filings@psc.state.fl.us**Sent:** Wednesday, July 13, 2011 2:26 PM**To:** 'nyeguy24@aol.com'**Cc:** Diamond Williams**Subject:** FW: Att.- Ann Cole - Aqua Utilities new filing for Harbor Hills in Lake County, Docket #110019-WS  
Mr. and Ms. Nye:

We will be placing your comments below in consumer correspondence (DN 00829-11) without further action.

If you are filing documents to be placed in a docket file, please see the Commission's e-filing requirements at:

<http://www.psc.state.fl.us/dockets/e-filings/>

otherwise, comments should be e-mailed to [clerk@psc.state.fl.us](mailto:clerk@psc.state.fl.us) rather than [filings@psc.state.fl.us](mailto:filings@psc.state.fl.us).

Please contact our office if you have any questions.

*Dorothy Menasco*  
Florida Public Service Commission  
Office of Commission Clerk  
850-413-6770

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

**From:** nyeguy24@aol.com [mailto:nyeguy24@aol.com]**Sent:** Wednesday, July 13, 2011 2:10 PM**To:** Filings@psc.state.fl.us**Subject:** Att.- Ann Cole - Aqua Utilities new filing for Harbor Hills in Lake County, Docket #110019-WS

Dear Ann, We at Harbor Hills community in Lake County have written you many times on this matter. This all started 2 years ago without our knowledge. We were first advised of this transfer in January, 2011. The overwhelming majority of the residents oppose this transfer. We believe the reputation & performance record of Aqua Utilities is HIGHLY questionable. Why would anybody want them. They have the highest rates and worst service record in Florida and I am told also all over the country. Why would the Public Service Commission just keep adding new utility companies to their portfolio when there record is so bad? Channel 9 (ABC) in Orlando has been ripping them apart. We also have to use our water company to water our lawns since there is a well restriction in our community. Would you want a \$200.00 or more water bill each month?

Please deny this transfer and conduct a through investigation into their past & present practices. There are other buyers for our utility company that can be considered. Please Help Us !!!!!!!!!!! Thank you for your consideration in this matter. Sincerely, Dave & Diane Nye (Please print this letter and make sure Ann Cole gets a copy).

7/13/2011

July 5, 2011

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

RECEIVED-FPSC

11 JUL 13 PM 1:29

COMMISSION

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION:		

Subject: Docket No. 110019-WS-Aqua Utilities Florida, Inc.'s application for original certificate for an existing wastewater system, request for initial rates and charges for Harbor Hills Utilities, L.P.'s wastewater system, amendment of wastewater Certificate No. 120-S, in Lake County, to include Harbor Hills Utilities, L.P.'s wastewater service area; and application for approval of transfer of Harbor Hills Utilities, L.P.'s water system to Aqua Utilities Florida, Inc., amendment of Aqua Utilities Florida, Inc.'s water Certificate No. 106-W, in Lake County, to include the Harbor Hills Utilities, L.P.'s water service territory, and cancellation of Harbor Hills Utilities, L.P.'s water Certificate No. 522-W.

Dear Florida Public Service Commission,

This letter is in response to the Revised Notice of Application dated June 22, 2011 and was distributed by mail to the residents of Harbor Hills in Lady Lake, Florida. Please file this as our formal objection to the Application for transfer of Harbor Hills Utilities to Aqua Utilities Florida, Inc. (AUF) based on our concerns listed herein. Because water is vital to our health and vital to our quality of life here in Harbor Hills, we oppose this transfer of our current water system to AUF and believe that the transfer is not in the public's best interest based on the following:

- 1) **With the AUF's proposed addition of monthly wastewater charges and monthly meter charges alone, our calculations indicate that our personal utility bill will increase by a minimum of 374%, as compared to our current rates.**
- 2) Evidence of historical and ongoing concerns related to AUF's water quality, services and excessive rates as reflected in PSC Docket No.s 100330-WS and 080121-WS (Application for increase in water/wastewater rates in Alachua, Brevard, DeSoto, Hardee, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by Aqua Utilities Florida, Inc.) which contain numerous documents containing concerns submitted by customers.  
  
Most notable is a letter from the State of Florida Office of Public Council, Attorney's for the Citizens of Florida (document 02124-11) citing specific, and numerous complaints and concerns regarding AUF's services within those 17 counties. This document refers to a PSC order (PSC-10-0297-PAA-WS) requiring monitoring of AUF's quality of Service due to numerous quality concerns. The Florida Office of Public Council letter cites that even after the initial monitoring, customer testimony at nine customer meetings held in Aqua service territories revealed that Aqua's poor quality of service was still a major issue along with the extremely high rates that customers were already paying.
- 3) Supporting our concerns of historically excessive rates charged by AUF is an article published June 3, 2011 in the Ocala Star Banner stating, that AUF was seeking a 65.5% rate hike for existing Aqua customers in the Ocala Oaks Subdivision in Marion County "making it the most expensive water utility in Marion County".
- 4) Numerous locally aired TV news reports have highlighted customers complaining about AUF and of their poor water quality, poor customer service, extremely high costs and rate increases.
- 5) We believe the reputation and performance record of AUF is highly questionable not only in Florida, but in other States, such as Ohio.
- 6) Due to higher rates, if the transfer to AUF occurs we believe there is a high potential of a negative effect on home sales and it will certainly impact numerous fixed income households, ourselves included. Our community is already experiencing foreclosures and delinquent association dues during this struggling economy.



July 5, 2011

Prior to the transfer of the Harbor Hills Utilities, LP to AUF, we respectfully request that the Public Service Commission do a thorough investigation of AUF's past and present operations in the State of Florida with respect to water quality, customer complaints, their high water and wastewater rates, and whether corrective action(s) have taken place (or a lack of action) by AUF to correct those issues. If the results of the investigation support our concerns, we ask that the PSC please act on behalf of our community's best interests and deny the transfer of the Harbor Hills Utilities, LP certificate(s) to AUF so that we may avoid the numerous issues that other Aqua customers within our great state of Florida are experiencing.

Sincerely,

A handwritten signature in cursive script that reads "Mr & Mrs Peter DeVogel".

Peter and Maria DeVogel  
6051 Landings Blvd  
Lady Lake, FL 32159

cc:  
D. Bruce May Jr.  
Holland and Knight  
315 South Calhoun Street, Suite 600  
Tallahassee, FL 32301

Senator Alan Hayes  
324 Senate Office Building  
404 South Monroe Street  
Tallahassee, FL 32399-1100

DEVOGEL  
6051 LANDINGS BLVD  
LADY LAKE, FL 32159



ALWAYS  
USE



USA FIRST-CLASS 100/107

MS. ANN COLE  
OFFICE OF THE COMMISSION CLERK  
FLORIDA PUBLIC SERVICE COMMISSION  
2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FL 32399-0850

3239930850



OFFICE OF COMMISSION CLERK

2540 SHUMARD OAK BLVD.

TALLAHASSEE, FLA. 32399-0850

COPY TO D. BRUCE MAY JR.

HOLLAND AND KNIGHT

315 SOUTH CALHOUN ST. SUITE 600

TALLAHASSEE. FL. 32901

RECEIVED-FPSC

11 JUL 13 PM 1:24

COMMISSION  
CLERK

110019-WS

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

REF: YOUR NOTICE OF 6-22-11 AMMENMENT OF AUF CERTIFICATE #106 W PURSUANT TO SECTION 367,071 FLA STATUTES AND RULE 25-30037 FLORIDA ADMINISTRATIVE CODE PERTAINING TO TRANSFER OF HARBOR HILLS UTILITIES, L.P.S. WATER SYSTEM AND AMMENDMENT OF CERTIFICATE IN LAKE COUNTY FL.

GENTLEMEN:

Please be advised that we are vehemently opposed to such an amendment and are totally against any transactions between Michael Rich of Harbor Hills Utilities and L.P.S. water systems ( Aqua Utilities of Florida Inc.) due to the many adverse transactions have been performed in the past and present lawsuits that are pending.

Very Sincerely

James William Burns and Virginia Burns



5527 Grove Manor

Lady Lake Fl. 32159

11 JUL 13 PM 12:23

RECEIVED





ORLANDO FL 328

02 JUL 11 PM 5 T



Office of Commission Clerk  
2540 Shumard Oak Blvd.  
Tallahassee  
Florida 32399-0850

32399-0850



**Diamond Williams**

110019-WS

**From:** Diamond Williams  
**Sent:** Wednesday, July 13, 2011 10:22 AM  
**To:** Ruth McHargue  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** RE: To CLK Docket 110019

Thank you for this information. This attachment has been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 110019-WS.

Thank you,

Diamond Williams  
 Comm. Deputy Clerk I  
 Office of Commission Clerk  
 Florida Public Service Commission  
 Email: [diwillia@psc.state.fl.us](mailto:diwillia@psc.state.fl.us)  
 Phone: 850-413-6094

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

---

**From:** Ruth McHargue  
**Sent:** Wednesday, July 13, 2011 10:03 AM  
**To:** Diamond Williams  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** FW: To CLK Docket 110019

Customer correspondence

---

**From:** Consumer Contact  
**Sent:** Wednesday, July 13, 2011 9:57 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 110019

Copy on file, see 1018259C. DH

---

**From:** CMSgtGodinez@aol.com [mailto:CMSgtGodinez@aol.com]  
**Sent:** Wednesday, July 13, 2011 9:48 AM  
**To:** Consumer Contact  
**Subject:** Ms. Ann Cole, Commission Clerk , Florida Public Service Commission

Ms. Ann Cole  
 Commission Clerk  
 Florida Public Service Commission  
 2540 Shumard Oak Boulevard  
 Tallahassee, FL 32399-0850

July 13, 2011

7/13/2011

**SUBJECT:** Docket No. 110019-WS -Aqua Utilities Florida, Inc's Application for Approval of Transfer of Harbor Hills Utilities, L. P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc's Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL

Dear Ms. Cole,

We write this letter to you with great concern, that the (our) water (and wastewater) systems of Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc. (AUF).

While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 and again July 2011 through the required PSC notice.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest
- We question whether the proposed wastewater service documentation is accurate
- The notice which was provided to the residents was inaccurate and unclear
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission do a thorough investigation on past and present operations in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to them.

Sincerely,

**"SIGNED"**

Mark and Maria Godinez  
Harborhills Homeowner  
5237 Fountain Walk  
Lady Lake, FL 32159  
352-750-2251

Cc:  
D. Bruce May, Jr.  
Holland & Knight  
315 South Calhoun Street, Suite 600  
Tallahassee FL 32301

7/13/2011

---

110019-WS

RECEIVED-FPSC

39908 Sunbeam Way  
Lady Lake, FL, 32159  
July 5, 2011

11 JUL 12 AM 11:15

COMMISSION  
CLERK

Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Re: Revised Notice of Application Approval of Transfer of Harbor Hills Utilities, L.P.'s  
(HHU) Water System Issued June 22, 2011

Dear Public Service Commission:

I am attaching a copy of Aqua Utilities Florida, Inc.'s (AUF) latest "Revised Notice of Application" for your referral.

I have previously written to you with my objection for any such transfer.

This latest Notice is terribly deficient in describing what will become of our water charges here at Harbor Hills. The Notice says "AUF does not propose to change water rates pursuant to this Application." It DOES NOT say which water rates! Are they AUF's current rates in surrounding communities or are they the EXISTING rates now charged by HHU?

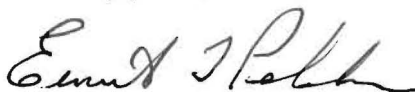
Further, the Application says "AUF is proposing to charge the existing rates on a monthly basis" rather than bi-monthly as has been HHU's practice. Such an action would be tantamount to doubling our existing "Water Base" charge which is billed at \$17.17 bi-monthly.

I strongly object to AUF's attempts to confuse the community by deliberate obfuscation of rate issues in its Applications.

Please demand that AUF clearly spells out the rates we will be charged in any and all of their Applications were you to approve the Application.

Thank you for your attention to these matters.

Sincerely yours,



Ernest T. Pelikan

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

Cc: D. Bruce May Jr.  
Holland & Knight  
315 South Calhoun Street Suite 600  
Tallahassee, FL 32301



**Revised Notice of Application Approval Of Transfer Of Harbor Hills Utilities, L.P.'s  
Water System And Amendment Of Certificate In Lake County, Florida**

**ISSUED: JUNE 22, 2011**

Notice is hereby given that on January 7, 2011, Aqua Utilities Florida, Inc., (AUF) filed its Application for Approval of Transfer of the Water System of Harbor Hills Utilities, L.P. (Harbor Hills), in Lake County Florida to AUF and Amendment of AUF's Certificate No. 106-W pursuant to Section 367.071, Florida Statutes, and Rule 25-30.037, Florida Administrative Code.

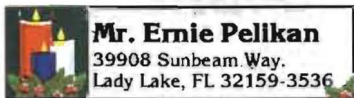
AUF does not propose to change water rates pursuant to this Application. However, AUF is proposing to charge the existing rates on a monthly basis. Currently Harbor Hills bills customers on a bi-monthly basis. The Harbor Hills Utilities, LP.'s water system provides service to the following described territory in Lake County, Florida:

**LEGAL DESCRIPTION**

The following described lands located in portions of Sections 13 & 14, Township 18 South, Range 24 East, and Sections 7 & 18, Township 18 South, Range 25 East, Lake County, Florida:

Begin at the Southeast corner of Section 12, Township 18 South, Range 24 East, for the POB; thence run North 00°07'21" West, along the East boundary of said Section 12 a distance of 66.62 feet to the centerline of Lake Griffin Road and a point on a curve having a radial bearing of North 27°13'16" West, said curve being concave Northwesterly having a radius of 615.63 feet; thence run Easterly along said centerline an arc distance of 228.02 feet, said arc having a delta of 21°13'18", a tangent distance of 115.33 feet, a chord bearing of North 52°10'04" East and a chord distance of 226.72 feet to a point of tangency; thence run North 41°33'27" East along said centerline a distance of 403.94 feet to a point of curvature, said curve being concave Northwesterly having a radius of 1730.29 feet; thence run Northeasterly along said centerline an arc distance of 240.35 feet, said arc having a delta of 07°57'32", a tangent distance of 120.37 feet, a chord bearing of North 37°34'41" East and a chord distance of 240.16 feet to a point of tangency; thence run North 33°35'55" East along said centerline a distance of 88.27 feet to a point of curvature, said curve being concave Southeasterly having a radius of 234.54 feet; thence run Easterly along said centerline an arc distance of 307.05 feet, said arc having a delta of 75°00'30", a tangent distance of 180.00 feet, a chord bearing of North 71°06'10" East and a chord distance of 285.59 feet to a point of tangency; thence run South 71°23'35" East along said centerline a distance of 606.85 feet to a point of curvature, said curve being concave Northeasterly having a radius of 919.44 feet; thence run Easterly along said centerline an arc distance of 249.03 feet, said arc having a delta of 15°31'06", a tangent distance of 125.28 feet, a chord bearing of South 79°09'08" East and a chord distance of 248.27 feet to a point of tangency; thence run South 86°54'41" East along said centerline of Lake Griffin Road a distance of 1406.31 feet to the intersection of the East line of the Southwest 1/4 of the Southwest 1/4 of Section 7, Township 18 South, Range 25 East; thence run South 00°08'17"

*Water Base. 17.17*



MID FLORIDA FL 323

05 JUL 2011 PM 1 L

DISTRIBUTION CENTER

11 JUL 12 AM 7:00



OFFICE OF COMMISSION CLERK  
2540 Shumard Oak Blvd,  
Tallahassee FL 32399-0850

32399+0850





110019-WS

RECEIVED-FPSC

11 JUL 11 AM 11:02

July 5, 2011

COMMISSION  
CLERK

Office of Commission Clerk  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

11 JUL 11 AM 7:30  
COMMUNICATIONS CENTER

Dear Sir:

I would like to strongly protest granting the application submitted by Aqua Utilities Florida Inc. to take over the Harbor Hills Utilities, Lady Lake Florida water/waste water system.

As a homeowner in this community, I have paid close attention to the reputation of this company. I find it hard to believe that with all the negative publicity and unrest with the current customers of AUF that you would consider subjecting additional Florida homeowners/voters to this Company's sky rocketing pricing and disregard for customer service as well as poor water quality. We understand there are other Water companies that are interested in taking over our system, namely the Lady Lake Water Company. It seems to me that it would make more sense to entertain an organization or organizations that have a good reputation for servicing their customers, rather than to subject 500+ additional homeowners to this 100 year old organization that still has not figured out what a customer orientated and service minded company is all about. Since water is vital to the existence of life, it should be of the highest quality. If this organization were a retail food company with all the bad press and complaints that have been lodged against them, you would have shut them down by now. This is not a situation where we can just go down the street and deal with another water company. Our only recourse, should you approve this application, is to continually come back to you for help, since you will be the ones that have subjected us to their tyranny.

Sincerely,



David Elle  
6008 Landings Blvd. / 6204 Topsail  
Lady Lake FL

Cc: D. Bruce May Jr. Holland & Knight

D.M. ELLE  
6008 LANDINGS BLYD.  
LADY LAKE, FL. 32159

METROPLEX MI 980

05 JUL 2011 PM 10 L



OFFICE OF COMMISSION CLERK  
2540 SHUMARD OAK BLYD.  
TALLAHASSEE, FL. 32399-0850

32399+0850



RECEIVED-FPSC

11 JUN 16 AM 11:25

COMMISSION  
CLERK39120 Harbor Hills Blvd.  
Lady Lake, Florida 32159  
March 24, 2011

110019-WS

utilities  
CAS-Jennifer  
Legislation

HB-223 -

Governor Rick Scott  
State of Florida  
The Capitol  
400 S. Monroe Street  
Tallahassee, Florida 32399-0001

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

Dear Governor Scott:

First, I would like to say to you that since you have been elected as our Governor you seem to be a good and caring leader. You are not like a good many elected politicians who get elected and then lose their sense of direction as how the electorate should be treated.

Here in Harbor Hills, Lady Lake, Florida, we are currently faced with a huge dilemma regarding our water. The developer here is trying to sell the water system to Aqua Utilities Florida, Inc. (AUF) and from all the information that we have obtained Aqua is an inadequate company to handle a public utility and not reputable in its business handlings. Their reputation pertaining to rates, customer service, and quality of water is very poor. If you examine the complaint register of PSC you will see that AUF has the majority of complaints in all of Florida.

In most cases their rates are much higher after a couple of years of taking over a small water system. There are numerous examples of water bills being higher than electrical bills and in some instances people are being forced from their homes because of the massive increase in water rates.

My question to you, is their anything you can do to help us prevent the transfer of the water license from Harbor Hills Utility, LP Utilities L.P. Water System to AUF? I know you have not been in office long and may not be aware of the statewide problem with AUF.

Another side of this issue is the Florida Bill HB 223 that is currently being hastily taken through the legislative process in Tallahassee which would permit a company such as AUF to post a surcharge of 8% on each bill to cover expenses. Please do what you can to prevent this bill from passing.

Governor Rick Scott

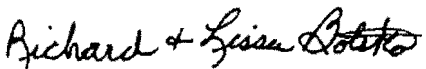
-2-

March 24, 2011

Please, Governor Scott, anything you can do to help us prevent this situation from taking effect would be greatly appreciated.

Thank you.

Sincerely yours,

A handwritten signature in cursive script that reads "Richard + Lissa Botsko".

Richard & Lissa Botsko

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



DIVISION OF SAFETY, RELIABILITY &  
CONSUMER ASSISTANCE  
DANIEL M. HOPPE, DIRECTOR  
(850) 413-6480

## Public Service Commission

June 16, 2011

Mr. & Mrs. Richard Botsko  
39120 Harbor Hills Boulevard  
Lady Lake, FL 32159

RE: PSC Inquiry 1013895C

Dear Mr. & Mrs. Botsko:

The Governor's office forwarded a copy of your correspondence regarding Harbor Hills Utilities, L.P. (Harbor Hills Utilities) and Aqua Utilities Florida, Incorporated (Aqua Utilities) to the Florida Public Service Commission (PSC). The PSC regulates investor-owned electric, natural gas, and telecommunications utilities throughout Florida, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the PSC.

You expressed a concern about Aqua Utilities' application to transfer Harbor Hills Utilities' water system to Aqua Utilities. We appreciate your comments regarding the application and will add your correspondence to Docket No. 110019-WS.

If you have any questions or concerns please call Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

A handwritten signature in black ink, appearing to read "Randy Roland".

Randy Roland  
Regulatory Program Administrator  
Division of Safety, Reliability &  
Consumer Assistance

RR:mep

6134 Spinnaker Loop  
Lady Lake, FL 32159  
May 20, 2011

RECEIVED-FPSC

11 MAY 24 AM 9:36

COMMISSION  
CLERK

11 MAY 24 AM 7:17

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

**Subject: SUBJECT: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL**

Dear Ms. Cole:

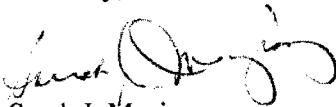
We have been informed that the water (and wastewater) systems of the Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc. (AUF), in correspondence we received in January, 2011.

We were totally unaware of this proposed sale, while these negotiations were underway for the better part of nearly two years, and only learned of it in January, through required Public Service Commission notice.

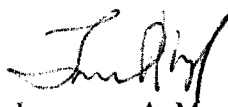
Because water is vital to our health and also to our quality of life here in Harbor Hills, we strongly oppose this transfer for the following reasons:

- ◆ The transfer of the water system to AUF is not in the public interest.
- ◆ We question whether the proposed wastewater service documentation is accurate.
- ◆ The Notice which was provided to the residents was inaccurate and unclear.
- ◆ We believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission do a thorough investigation on past and present operations in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to them.

Sincerely,



Sarah J. Maziarz



Lawrence A. Maziarz, Jr.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

Cc: D. Bruce May, Jr., Esq.  
Holland & Knight  
315 South Calhoun Street, Suite 600  
Tallahassee FL 32301



Sarah & Lawrence A. Maziarz, Jr  
6134 Spinnaker Loop  
Lady Lake, FL 32159

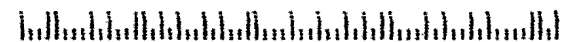
HARTFORD CT 061

21 MAY 2011 PM 4 T



Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399+0850



## Diamond Williams

---

**From:** Diamond Williams  
**Sent:** Thursday, April 14, 2011 11:35 AM  
**To:** Ruth McHargue  
**Cc:** Matilda Sanders; Dorothy Menasco  
**Subject:** RE: To CLK Docket 110019

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 110019-WS.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: diwillia@psc.state.fl.us  
Phone: 850-413-6094

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

-----Original Message-----

From: Ruth McHargue  
Sent: Thursday, April 14, 2011 11:10 AM  
To: Diamond Williams  
Cc: Matilda Sanders; Dorothy Menasco  
Subject: FW: To CLK Docket 110019

Customer correspondence

-----Original Message-----

From: Consumer Contact  
Sent: Thursday, April 14, 2011 10:05 AM  
To: Ruth McHargue  
Subject: To CLK Docket 110019

Copy on file, see 1003925C. DH

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
Sent: Thursday, April 14, 2011 9:47 AM  
To: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 28569

Complaint filed with PSC

Select County: LAKE  
CUSTOMER INFORMATION

Name: David Nye  
Telephone: 352-753-6489  
Email: nyeguy24@aol.com  
Address: 5715 Crestview Drive Lady Lake 32159

BUSINESS INFORMATION

Business Account Name: David Nye  
Account Number:  
Address: 5715 Crestview Drive Lady Lake Florida 32159

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.  
Details:

My wife and I would like you to stop the transfer from Harbor Hills Development to Aqua Utilities. This is the worst water company in the state and possibly the U.S. and we can't understand why you would consider letting this company just keep adding other water companies to their portfolio. Channel 9 news (ABC) has done many news articles on them and they are ALL BAD !!!!!!! They need to clean up their act BEFORE YOU LET THEM BUY ANY MORE COMPANIES !!!!!!!!!!! The last news story Channel 9 showed was that of one of your black public service commissioners having drinks with Aqua Utilities executives. Please Help Us before it is too late.

**Diamond Williams**

110019-WS

**From:** Diamond Williams  
**Sent:** Wednesday, April 06, 2011 11:26 AM  
**To:** Ruth McHargue  
**Cc:** Dorothy Menasco; Matilda Sanders  
**Subject:** FW: FW: To CLK Docket 110019  
**Attachments:** FAX.TIF

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

Thank you for this information. This attachment has been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 110019-WS.

-----Original Message-----

From: Ruth McHargue  
 Sent: Tuesday, April 05, 2011 4:57:34 PM  
 To: Diamond Williams  
 Subject: FW: To CLK Docket 110019

Customer correspondence

-----Original Message-----

From: Consumer Contact  
 Sent: Tuesday, April 05, 2011 4:37:46 PM  
 To: Ruth McHargue  
 Subject: To CLK Docket 110019

Copy on file, see 1002718C. DH

-----Original Message-----

From: Fax Server [<mailto:FaxAdmins@psc.state.fl.us>]  
 Sent: Tuesday, April 05, 2011 4:19 PM  
 To: Consumer Contact  
 Subject: 206 935 5328 , 1 page(s)

You have received a new fax. This fax was received by Fax Server. The fax is attached to the message. Open the attachment to view your fax.

#### Received Fax Details

-----

Received On: 4/5/2011 4:17:52 PM  
 Number of Pages: 1  
 From (CSID): 206 935 5328  
 From (ANI):  
 Sent to DID: 8504136362

Duration of Fax: 0:00:46  
 Transfer Speed: 9600

4/6/2011

Received Status: Success  
Number of Errors: 0  
Port Received On: IPF\_PORT\_0012  
-----

April 4, 2011

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

SUBJECT: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole,

My wife and I wish to join the ever-increasing chorus of dissent among Harbor Hills residents opposed to the transfer of the water and wastewater systems at Harbor Hills Utilities, LP to Aqua Utilities Florida (AUF).

Bearing in mind the numerous allegations both within and without Florida, we believe it is in the public interest NOT TO ALLOW FOR THE TRANSFER OF OUR UTILITIES TO AQUA. Moreover, it is unfortunate that Florida residents have not been encouraged by elected officials to assume responsibility through either existing municipal entities, or by utilizing private management models such as FlowFlorida, to provide clean, affordable water. Allowing an interstate corporation to seize Florida water is a gross misapplication of privatization.

Finally, we must be able to count upon our elected officials, rather than the media, to examine the practices of AUF, and to act in a manner that illustrates not only the genuine applicability of the public good, but demonstrates the willingness of officials to appropriately represent their constituents.

Sincerely yours,



David Rystrom  
6000 Spinnaker Loop  
Lady Lake, FL 32159



State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

COMMISSION  
CLERK

**DATE:** March 29, 2011

**TO:** Ann Cole, Commission Clerk, Office of Commission Clerk

**FROM:** Katherine E. Fleming, Assistant to Commissioner Brown *KEF*

**RE:** Docket No. 110019-WS – Aqua Utilities Florida, Inc.'s application for original certificate for an existing wastewater system, request for initial rates and charges for Harbor Hills Utilities, L.P.'s wastewater system, amendment of wastewater Certificate No. 120-S, in Lake County, to include Harbor Hills Utilities, L.P.'s wastewater service area; and application for approval of transfer of Harbor Hills Utilities, L.P.'s water system to Aqua Utilities Florida, Inc., amendment of Aqua Utilities Florida, Inc.'s water Certificate No. 106-W, in Lake County, to include the Harbor Hills Utilities, L.P.'s water service territory, and cancellation of Harbor Hills Utilities, L.P.'s water Certificate No. 522-W.

Please place the attached document in Docket Correspondence - Consumers and their Representatives, in Docket No. 110019-WS.

Thank you.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

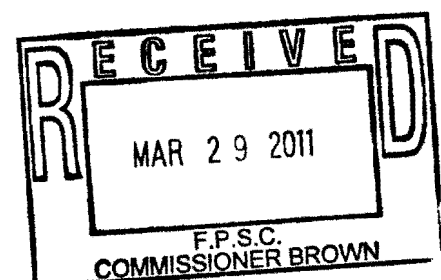
6120 Topsail Rd.  
Lady Lake, FL 32159  
March 23, 2011

Commissioner Julie Imanuel Brown  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Dear Commissioner Brown,

We are writing to urge the Public Service Commission (PSC) to deny AQUA Utilities Florida, Inc.'s application for a transfer of the waste-water certificate from Harbor Hills Utilities pursuant to Docket No. 110019-WS, as it is not in the best interest of the public and, in particular, your constituents. Despite AQUA's assertions in its application, *"The proposed acquisition would place the water and wastewater operations of the Harbor Hills water and wastewater system in the hands of an experienced company and industry leader whose sole focus in the provision of high quality water and wastewater service at reasonable prices."* AQUA's track record is contrary to this. The horror stories of ever-increasing , excessive rates, billing nightmares, poor water quality, and inadequate service, abound throughout AQUA's service areas to include Florida. Chuluota, Seminole County is experiencing, on average, 3 times the cost for water and sewage that nearby Oviedo is paying. Seminole County is working to purchase back the system from AQUA, but has not agreed to a valuation as yet. AQUA is saying that the value is about 4 times the valuation specified by Seminole County. The residents of Harbor Hills do not want to be faced with this situation. Additionally, AQUA is responsible for the great majority of complaints to the PSC by consumers, and they have also been fined for their billing problems. We, along with my neighbors, your constituents, urge you to ensure that Aqua's request for the transfer of the certificate be denied.

Robert and Jessica Carlton  
Harbor Hills Residents





MID FLORIDA PDC

FL 32721

24 MAR 2011 PM



COMMISSIONER JULIE IMANUEL BROWN  
FLORIDA PUBLIC SERVICE COMMISSION  
2540 SHUMARD OAK BLVD.  
TALLAHASSEE, FL 32399-0850

32399+0850



State of Florida



## Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

RECEIVED - FPSC

11 MAR 28 PM 4:42


COMMISSION  
CLERK

-M-E-M-O-R-A-N-D-U-M-

---

**DATE:** March 28, 2011

**TO:** Ann Cole, Commission Clerk, Office of Commission Clerk

**FROM:** Marshall Willis, Director, Division of Economic Regulation 

**RE:** Docket No. 110019-WS - Aqua Utilities Florida, Inc.'s application for original certificate for an existing wastewater system, request for initial rates and charges for Harbor Hills Utilities, L.P.'s wastewater system, amendment of wastewater Certificate No. 120-S, in Lake County, to include Harbor Hills Utilities, L.P.'s wastewater service area; and application for approval of transfer of Harbor Hills Utilities, L.P.'s water system to Aqua Utilities Florida, Inc., amendment of Aqua Utilities Florida, Inc.'s water Certificate No. 106-W, in Lake County, to include the Harbor Hills Utilities, L.P.'s water service territory, and cancellation of Harbor Hills Utilities, L.P.'s water Certificate No. 522-W.

---

Please place the attached letter received from Senator D. Alan Hays on the correspondence side of the above Docket File. Thank you.

MW:dr

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00879-11		
DISTRIBUTION: _____		



## THE FLORIDA SENATE

Tallahassee, Florida 32399-1100

**COMMITTEES:**  
Budget - Subcommittee on General Government  
Appropriations, *Chair*  
Agriculture  
Banking and Insurance  
Budget  
Budget - Subcommittee on Higher Education  
Appropriations  
Children, Families, and Elder Affairs  
Reapportionment

**JOINT COMMITTEE:**  
Administrative Procedures

**SENATOR D. ALAN HAYS**

20th District

March 24, 2011

Mr. Tim Devlin, Executive Director  
Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL

Dear Director Devlin,

It has come to my attention that Aqua Utilities is attempting to purchase the existing water and wastewater system at Harbor Hills development in Lady Lake, FL.

Will you please do everything in your power to delay this acquisition for a reasonable time in order for the residents of that beautiful area to make alternative arrangements? The history of abhorrent rate increases granted Aqua Utilities across other areas of the state is frightening and I do not wish for them to be able to exercise such increases any longer nor on any other constituents of mine.

I appreciate your assistance in this matter and please let me know if there is anything I may do to assist you. I am sending this both via email as well as a hard copy to your office.

Sincerely,

A handwritten signature in black ink that reads "D. Alan Hays, DMD".

D. Alan Hays, DMD  
State Senator  
District 20

**REPLY TO:**

- ☐ 871 South Central Avenue, Umatilla, Florida 32784-9290 (352) 742-6441
- ☐ 324 Senate Office Building, 404 South Monroe Street, Tallahassee, Florida 32399-1100 (850) 487-5014

Senate's Website: [www.flsenate.gov](http://www.flsenate.gov)

**MIKE HARIDOPOLOS**  
President of the Senate

**MICHAEL S. "MIKE" BENNETT**  
President Pro Tempore

**Diamond Williams**

110019-WS

**From:** Ann Cole  
**Sent:** Monday, March 28, 2011 4:40 PM  
**To:** Mark Long  
**Cc:** Commissioners Advisors; Administrative Assistants - Commission Suite; Diamond Williams  
**Subject:** FW: Letter to Chairman  
**Attachments:** Mr-Art-Graham-PSC-1.pdf

Thank you for this information, which will be printed and placed in *Docket Correspondence - Consumers and their Representatives*, in Docket No. 110019-WS.

---

**From:** Mark Long  
**Sent:** Monday, March 28, 2011 3:50 PM  
**To:** Ann Cole  
**Subject:** Letter to Chairman

Please place the attached letter from Mr. Roger Wendelken in Docket No. 110019-WS. Thank you.

**Mark Long**  
Office of Chairman Art Graham  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0855  
Phone: (850) 413-6022  
Fax: (850) 413-6023  
E-mail: mlong@psc.state.fl.us

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		



ROGER WENDELKEN  
5405 Grove Manor  
Lady Lake Florida 32159  
352 259 4033

March 24, 2011

Mr. Art Graham, Chair  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Fl. 32399

Dear Mr. Graham,

I, as well as all of my neighbors have been advised that Harbor Hills Utilities, LP, our water and waste water supplier is being sold to Aqua Utilities Florida, inc. (AUF). PSC Docket no. 110019.

Negotiations for this sale have been underway for the better part of two years, residents were unaware of the proposed sale and the actual sale. The required PSC notice was delivered, undated long after the deal was consummated in January 2011.

I am strongly oppose this transfer, because water is vital to our health and the quality of life here in Harbor Hills. The following reasons are documented facts that pertain to Aqua's performance and practices.

- \*The transfer of the water system is not in the public interest
- \*AUF has a substantially poor track record in this state as well as others.
- \*AUF accounts for a vast majority of complaints to your office
- \*AUF has a history of seeking, and getting frequent and unsubstantiated rate increases
- \*AUF has a history of providing technically potable water of far less than desirable quality.
  - If the water, in some cases was put on a table in a restaurant, more than one agency would have them shut down. Why is AUF still in business?
- The reputation and performance record of AUF in this state as well as other states is documented and is highly questionable.

I request that the Public Service commission postpone any and all decisions relating to the transfer of certificate from Harbor Hill Utilities, LP., to Aqua Utilities Florida, Inc

I have expressed my concerns as it pertains to Harbor Hills and Aqua. My real concern is that Aqua is sucking the life blood out of Florida, the impact on the economy, real-estate sales and foreclosures, the dollars that are being taken out of Florida and the quality of life that is being effected. This is all being done with the approval of the organization that is supposed to protect the consumer, that is your organization we are talking about.

I think it is time for the Public Service Commission to do a thorough investigation of Aqua Utilities Florida both past and present operations and business practices in the state of Florida prior to considering any request by Aqua for any increases in the state of Florida.

U.S. Senator Schumer from the State of New York has requested an official investigation into the policy and practices of Aqua, Florida needs to jump on that band wagon.

Thank you for your time and consideration.

I await your reply

Sincerely,

Roger Wendelken  
rgw@embarqmail.com

**Diamond Williams**

110019-WS

**From:** Diamond Williams  
**Sent:** Monday, March 28, 2011 4:07 PM  
**To:** Ruth McHargue  
**Cc:** Dorothy Menasco; Matilda Sanders  
**Subject:** RE: To CLK Docket 110019

Thank you for this information. These attachments have been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 110019-WS.

Thank you,

Diamond Williams  
 Comm. Deputy Clerk I  
 Office of Commission Clerk  
 Florida Public Service Commission  
 Email: [diwillia@psc.state.fl.us](mailto:diwillia@psc.state.fl.us)  
 Phone: 850-413-6094

<b>FPSC, CLK - CORRESPONDENCE</b>		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

---

**From:** Ruth McHargue  
**Sent:** Monday, March 28, 2011 4:03 PM  
**To:** Diamond Williams  
**Cc:** Dorothy Menasco; Matilda Sanders  
**Subject:** FW: To CLK Docket 110019

customer correspondence

---

**From:** Consumer Contact  
**Sent:** Monday, March 28, 2011 11:01 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 110019

Copy on file, see 1000883C. DH

---

**From:** CMSgtGodinez@aol.com [mailto:CMSgtGodinez@aol.com]  
**Sent:** Friday, March 25, 2011 6:30 PM  
**To:** Consumer Contact  
**Subject:** Ms. Ann Cole, Commission Clerk , Florida Public Service Commission

Ms. Ann Cole  
 March 24, 2011  
 Commission Clerk  
 Florida Public Service Commission  
 2540 Shumard Oak Boulevard

3/28/2011

Tallahassee, FL 32399-0850

**SUBJECT:** Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL

Dear Ms. Cole,

We write this letter to you with great concern, that the (our) water (and wastewater) systems of Harbor Hills Utilities, LP are being sold to Aqua Utilities Florida, Inc. (AUF).

While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 through the required PSC notice.

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest
- We question whether the proposed wastewater service documentation is accurate
- The notice which was provided to the residents was inaccurate and unclear
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission do a thorough investigation on past and present operations in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to them.

Sincerely,

SIGNED

Mark and Maria Godinez

3/28/2011

**Diamond Williams**

110019-WS

**From:** Diamond Williams  
**Sent:** Monday, March 28, 2011 3:06 PM  
**To:** Ruth McHargue  
**Cc:** Matilda Sanders; Dorothy Menasco  
**Subject:** RE: Docket #110019

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 110019-WS.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: diwillia@psc.state.fl.us  
Phone: 850-413-6094

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

-----Original Message-----

From: Ruth McHargue  
Sent: Monday, March 28, 2011 11:26 AM  
To: Diamond Williams  
Cc: Matilda Sanders; Dorothy Menasco  
Subject: FW: Docket #110019

Customer correspondence

-----Original Message-----

From: Lynette Tenace  
Sent: Monday, March 28, 2011 10:36 AM  
To: Ruth McHargue  
Subject: Docket #110019 to CLK

Copy on file, please see 1000869C.

Lynette Tenace  
OPS Senior Clerk  
SSC-Public Service Commission  
P: 850-413-6131  
F: 850-413-6132

-----Original Message-----

From: Consumer Contact  
Sent: Monday, March 28, 2011 10:28 AM  
To: Lynette Tenace  
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 28391

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
Sent: Monday, March 28, 2011 10:23 AM  
To: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 28391

Complaint filed with PSC

Select County: LAKE  
CUSTOMER INFORMATION

Name: William Johnson  
Telephone: 3522592207  
Email: wajohnson@comcast.net  
Address: 5521 Grove Manor Lady Lake 32159

#### BUSINESS INFORMATION

Business Account Name: William Johnson  
Account Number:  
Address: 5521 Grove Manor Lady Lake Florida 32159

#### COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

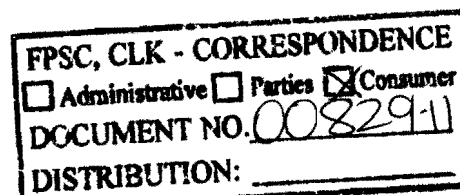
Details:

My complaint is in reference to Doc. #110019. Accordingly, I wish to add my name to the list of protest filers. This sale was mismanaged from the beginning and should be halted. I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. I request that the Public Service Commission do a thorough investigation on past and present operations in the State of Florida, prior to transferring the Harbor Hills Utilities, LP certificate to them.

**Diamond Williams**

110019-WS

**From:** Diamond Williams  
**Sent:** Friday, March 25, 2011 12:14 PM  
**To:** Ruth McHargue  
**Cc:** Dorothy Menasco; Matilda Sanders  
**Subject:** RE: To CLK Docket 110019



Thank you for this information. This attachment has been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 110019-WS.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: [diwillia@psc.state.fl.us](mailto:diwillia@psc.state.fl.us)  
Phone: 850-413-6094

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

---

**From:** Ruth McHargue  
**Sent:** Friday, March 25, 2011 11:15 AM  
**To:** Diamond Williams  
**Cc:** Dorothy Menasco; Matilda Sanders  
**Subject:** FW: To CLK Docket 110019

Customer correspondence

---

**From:** Consumer Contact  
**Sent:** Thursday, March 24, 2011 12:38 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 110019

Copy on file, see 1000484C. DH

---

**From:** edward clark [mailto:[edclark32159@gmail.com](mailto:edclark32159@gmail.com)]  
**Sent:** Thursday, March 24, 2011 10:40 AM  
**To:** Consumer Contact  
**Subject:** Document # 110019

Public Service Comm.: I would like to protest the proposed sale of the Harbor Hills water utility to Aqua Utilities. I believe the people who use the water should get some alternative. The state has an obligation to its residents to be sure they are protected from hidden unfair deals.

Thank You  
Edward J Clark (352) 751-1107

3/25/2011



**Diamond Williams**

110019-WS

**From:** Ann Cole  
**Sent:** Thursday, March 24, 2011 11:37 AM  
**To:** Pamela Paultre  
**Cc:** Commissioners Advisors; Administrative Assistants - Commission Suite; Diamond Williams  
**Subject:** RE: Docket No. 110019-WS

No problem. This information will be placed in *Docket Correspondence - Consumers and their Representatives*, in Docket No. 110019-WS.

Diamond, per Pamela's request, please remove this information from Docket No. 080121-WS. Thank you.

**From:** Pamela Paultre  
**Sent:** Thursday, March 24, 2011 11:30 AM  
**To:** Ann Cole  
**Subject:** FW: Docket No. 110019-WS

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

Ann,

Please remove this correspondence from docket # 080121 and place it in docket # 110019. I made an error in my original request and apologize for the inconvenience,

Thanks,

Pamela

**From:** Ann Cole  
**Sent:** Wednesday, March 23, 2011 4:19 PM  
**To:** Office of Commissioner Brisé  
**Cc:** Commissioners Advisors; Administrative Assistants - Commission Suite; Diamond Williams  
**Subject:** RE: Docket No. 110019-WS

Yes, CLK will place this information in *Docket Correspondence -Consumers and their Representatives*, in Docket No. 080121-WS.

**From:** Pamela Paultre **On Behalf Of** Office of Commissioner Brisé  
**Sent:** Wednesday, March 23, 2011 3:47 PM  
**To:** Ann Cole  
**Subject:** FW: Docket No. 110019-WS  
 Ann,

Would you please add this correspondence to docket # 080121?  
 Thank you,

Pamela

**From:** Carlton, Bob (ES) [mailto:robert.carlton@ngc.com]  
**Sent:** Wednesday, March 23, 2011 1:12 PM  
**To:** Office of Commissioner Brisé  
**Subject:** Docket No. 110019-WS

3/24/2011

Dear Commissioner Brise',

We are writing to urge the Public Service Commission (PSC) to deny AQUA Utilities Florida, Inc.'s application for a transfer of the waste-water certificate from Harbor Hills Utilities pursuant to Docket No. 110019-WS, as it is not in the best interest of the public and, in particular, your constituents. Despite AQUA's assertions in its application, *"The proposed acquisition would place the water and wastewater operations of the Harbor Hills water and wastewater system in the hands of an experienced company and industry leader whose sole focus in the provision of high quality water and wastewater service at reasonable prices."* AQUA's track record is contrary to this. The horror stories of ever-increasing , excessive rates, billing nightmares, poor water quality, and inadequate service, abound throughout AQUA's service areas to include Florida. Chuluota, Seminole County is experiencing, on average, 3 times the cost for water and sewage that nearby Oviedo is paying. Seminole County is working to purchase back the system from AQUA, but has not agreed to a valuation as yet. AQUA is saying that the value is about 4 times the valuation specified by Seminole County. The residents of Harbor Hills do not want to be faced with this situation. Additionally, AQUA is responsible for the great majority of complaints to the PSC by consumers, and they have also been fined for their billing problems. We, along with my neighbors, your constituents, urge you to ensure that Aqua's request for the transfer of the certificate be denied.

Robert and Jessica Carlton

6120 Topsail Rd.

Lady Lake, FL 32159

352-750-2053

[Carlton1821@embarqmail.com](mailto:Carlton1821@embarqmail.com)

**Diamond Williams**

<b>FPSC, CLK - CORRESPONDENCE</b>		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
<b>DOCUMENT NO.</b> 00829-11		
<b>DISTRIBUTION:</b> _____		

110019-WS

**From:** Ann Cole  
**Sent:** Thursday, March 24, 2011 8:07 AM  
**To:** Roberta Bass; Diamond Williams  
**Cc:** Commissioners Advisors; Administrative Assistants - Commission Suite  
**Subject:** FW: Docket No. 110019-WS

No problem. This information will be placed in *Docket Correspondence - Consumers and their Representatives*, in Docket No. 110019-WS.

Diamond, per Roberta's request, please remove this information from Docket No. 100330-WS. Thank you.

---

**From:** Roberta Bass  
**Sent:** Wednesday, March 23, 2011 5:07 PM  
**To:** Ann Cole  
**Subject:** Re: Docket No. 110019-WS

Ann, I just noticed I placed this item in the wrong docket. It should be in Docket No. 110019-WS. Please forgive my mistake. Thank you.

Sent from Blackberry Wireless Handheld

-----

Roberta S. Bass  
 Chief Advisor to Commissioner Edgar  
 2540 Shumard Oak Blvd  
 Tallahassee, Florida 32399-0854

Office (850) 413-6016  
 Mobile (850) 559-7291  
 Email Roberta.Bass@PSC.STATE.FL.US

---

**From:** Ann Cole  
**Sent:** Wednesday, March 23, 2011 02:13 PM  
**To:** Office Of Commissioner Edgar  
**Cc:** Commissioners Advisors; Administrative Assistants - Commission Suite; Diamond Williams  
**Subject:** RE: Docket No. 110019-WS

Thanks, Roberta. This information will be placed in *Docket Correspondence - Consumers and their Representatives*, in Docket No. 100330-WS.

---

**From:** Office Of Commissioner Edgar  
**Sent:** Wednesday, March 23, 2011 1:14 PM  
**To:** Ann Cole  
**Subject:** FW: Docket No. 110019-WS

Please place the following correspondence in Docket No. 100330-WS. Thank you.

*Roberta*

3/24/2011

Roberta S. Bass  
Chief Advisor to Commissioner Edgar  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
(850) 413-6016 (Office)  
(850) 413-6017 (Facsimile)  
(850) 559-7291 (Mobile)  
[roberta.bass@psc.state.fl.us](mailto:roberta.bass@psc.state.fl.us)

---

**From:** Carlton, Bob (ES) [mailto:[robert.carlton@ngc.com](mailto:robert.carlton@ngc.com)]  
**Sent:** Wednesday, March 23, 2011 1:11 PM  
**To:** Office Of Commissioner Edgar  
**Subject:** Docket No. 110019-WS

Dear Commissioner Edgar,

We are writing to urge the Public Service Commission (PSC) to deny AQUA Utilities Florida, Inc.'s application for a transfer of the waste-water certificate from Harbor Hills Utilities pursuant to Docket No. 110019-WS, as it is not in the best interest of the public and, in particular, your constituents. Despite AQUA's assertions in its application, *"The proposed acquisition would place the water and wastewater operations of the Harbor Hills water and wastewater system in the hands of an experienced company and industry leader whose sole focus in the provision of high quality water and wastewater service at reasonable prices."* AQUA's track record is contrary to this. The horror stories of ever-increasing , excessive rates, billing nightmares, poor water quality, and inadequate service, abound throughout AQUA's service areas to include Florida. Chuluota, Seminole County is experiencing, on average, 3 times the cost for water and sewage that nearby Oviedo is paying. Seminole County is working to purchase back the system from AQUA, but has not agreed to a valuation as yet. AQUA is saying that the value is about 4 times the valuation specified by Seminole County. The residents of Harbor Hills do not want to be faced with this situation. Additionally, AQUA is responsible for the great majority of complaints to the PSC by consumers, and they have also been fined for their billing problems. We, along with my neighbors, your constituents, urge you to ensure that Aqua's request for the transfer of the certificate be denied.

Robert and Jessica Carlton

6120 Topsail Rd.  
Lady Lake, FL 32159  
352-750-2053  
[Carlton1821@embarqmail.com](mailto:Carlton1821@embarqmail.com)

**Diamond Williams**

110019-WS

**From:** Ann Cole  
**Sent:** Wednesday, March 23, 2011 3:37 PM  
**To:** Office of Commissioner Balbis  
**Cc:** Commissioners Advisors; Administrative Assistants - Commission Suite; Diamond Williams  
**Subject:** RE: Docket No. 110019-WS

Thank you for this information, which will be placed in *Docket Correspondence -Consumers and their Representatives*, in Docket No. 110019-WS.

**From:** Office of Commissioner Balbis  
**Sent:** Wednesday, March 23, 2011 3:29 PM  
**To:** Ann Cole  
**Cc:** Lisa Bennett  
**Subject:** FW: Docket No. 110019-WS

<b>FPSC, CLK - CORRESPONDENCE</b>		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
<b>DOCUMENT NO.</b> 00829-11		
<b>DISTRIBUTION:</b> _____		

Ann,

Please place the e-mail below in Docket Correspondence - Consumers and their Representatives, in Docket No. 110019-WS.

Thanks,

Cristina

**From:** Carlton, Bob (ES) [mailto:robert.carlton@ngc.com]  
**Sent:** Wednesday, March 23, 2011 1:09 PM  
**To:** Office of Commissioner Balbis  
**Subject:** Docket No. 110019-WS

Dear Commissioner Balbis,

We are writing to urge the Public Service Commission (PSC) to deny AQUA Utilities Florida, Inc.'s application for a transfer of the waste-water certificate from Harbor Hills Utilities pursuant to Docket No. 110019-WS, as it is not in the best interest of the public and, in particular, your constituents. Despite AQUA's assertions in its application, *"The proposed acquisition would place the water and wastewater operations of the Harbor Hills water and wastewater system in the hands of an experienced company and industry leader whose sole focus in the provision of high quality water and wastewater service at reasonable prices."* AQUA's track record is contrary to this. The horror stories of ever-increasing, excessive rates, billing nightmares, poor water quality, and inadequate service, abound throughout AQUA's service areas to include Florida. Chuluota, Seminole County is experiencing, on average, 3 times the cost for water and sewage that nearby Oviedo is paying. Seminole County is working to purchase back the system from AQUA, but has not agreed to a valuation as yet. AQUA is saying that

3/24/2011

the value is about 4 times the valuation specified by Seminole County. The residents of Harbor Hills do not want to be faced with this situation. Additionally, AQUA is responsible for the great majority of complaints to the PSC by consumers, and they have also been fined for their billing problems. We, along with my neighbors, your constituents, urge you to ensure that Aqua's request for the transfer of the certificate be denied.

**Robert and Jessica Carlton**

6120 Topsail Rd.

Lady Lake, FL 32159

352-750-2053

[Carlton1821@embarqmail.com](mailto:Carlton1821@embarqmail.com)



**Diamond Williams**

110019-WS

**From:** Ann Cole  
**Sent:** Wednesday, March 23, 2011 3:37 PM  
**To:** Office Of Commissioner Graham  
**Cc:** Commissioners Advisors; Administrative Assistants - Commission Suite; Diamond Williams  
**Subject:** RE: Docket No. 110019-WS

Thank you for this information, which will be placed in *Docket Correspondence -Consumers and their Representatives*, in Docket No. 110019-WS.

**From:** Betty Leland **On Behalf Of** Office Of Commissioner Graham  
**Sent:** Wednesday, March 23, 2011 3:26 PM  
**To:** Ann Cole  
**Subject:** FW: Docket No. 110019-WS

<b>FPSC, CLK - CORRESPONDENCE</b>		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
<b>DOCUMENT NO.</b> 00829-11		
<b>DISTRIBUTION:</b> _____		

Please add to Docket 110019.

Thanks.

**From:** Carlton, Bob (ES) [mailto:robert.carlton@ngc.com]  
**Sent:** Wednesday, March 23, 2011 1:07 PM  
**To:** Office Of Commissioner Graham  
**Subject:** Docket No. 110019-WS

Dear Chairman Graham,

We are writing to urge the Public Service Commission (PSC) to deny AQUA Utilities Florida, Inc.'s application for a transfer of the waste-water certificate from Harbor Hills Utilities pursuant to Docket No. 110019-WS, as it is not in the best interest of the public and, in particular, your constituents. Despite AQUA's assertions in its application, *"The proposed acquisition would place the water and wastewater operations of the Harbor Hills water and wastewater system in the hands of an experienced company and industry leader whose sole focus in the provision of high quality water and wastewater service at reasonable prices."* AQUA's track record is contrary to this. The horror stories of ever-increasing, excessive rates, billing nightmares, poor water quality, and inadequate service, abound throughout AQUA's service areas to include Florida. Chuluota, Seminole County is experiencing, on average, 3 times the cost for water and sewage that nearby Oviedo is paying. Seminole County is working to purchase back the system from AQUA, but has not agreed to a valuation as yet. AQUA is saying that the value is about 4 times the valuation specified by Seminole County. The residents of Harbor Hills do not want to be faced with this situation. Additionally, AQUA is responsible for the great majority of complaints to the PSC by consumers, and they have also been fined for their billing problems. We, along with my neighbors, your constituents, urge you to ensure that Aqua's request for

3/24/2011

the transfer of the certificate be denied.

**Robert and Jessica Carlton**

6120 Topsail Rd.

Lady Lake, FL 32159

352-750-2053

Carlton1821@embarqmail.com

**Diamond Williams**

<b>FPSC, CLK - CORRESPONDENCE</b>		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
<b>DOCUMENT NO.</b> 00829-11		
<b>DISTRIBUTION:</b> _____		

110019-WS

**From:** Ann Cole  
**Sent:** Wednesday, March 23, 2011 3:10 PM  
**To:** Kathleen Stewart  
**Cc:** Commissioners Advisors; Administrative Assistants - Commission Suite; Diamond Williams  
**Subject:** RE: Docket No, 110019-WS

Thank you for this information, which will be placed in *Docket Correspondence -Consumers and their Representatives*, in Docket No. 110019-WS.

---

**From:** Kathleen Stewart  
**Sent:** Wednesday, March 23, 2011 3:01 PM  
**To:** Ann Cole  
**Cc:** Katherine Fleming  
**Subject:** FW: Docket No, 110019-WS  
 Please put in Docket 110019; thanks.  
 Kathleen

---

**From:** Office of Commissioner Brown  
**Sent:** Wednesday, March 23, 2011 02:57 PM  
**To:** Ann Cole  
**Cc:** Katherine Fleming  
**Subject:** FW: Docket No, 110019-WS

Ann: Please place this email with correspondence in the appropriate docket.  
 Thanks, Kathleen

Kathleen Stewart  
 Executive Assistant  
 Commissioner Julie I. Brown  
 Florida Public Service Commission  
 2540 Shumard Oak Blvd.  
 Tallahassee, FL 32399-0850  
 850/413-6030; fax 413-6031

*Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.*

---

**From:** Carlton, Bob (ES) [mailto:robert.carlton@ngc.com]  
**Sent:** Wednesday, March 23, 2011 1:13 PM  
**To:** Office of Commissioner Brown  
**Subject:** Docket No, 110019-WS

Dear Commissioner Brown,

We are writing to urge the Public Service Commission (PSC) to deny AQUA Utilities Florida, Inc.'s application for a transfer of the waste-water certificate from Harbor Hills Utilities pursuant to Docket No. 110019-WS, as it is not in the best interest of the public and, in particular, your constituents. Despite AQUA's assertions in its application, *"The proposed acquisition would place the water and wastewater operations of the Harbor Hills water and wastewater system in the hands of an experienced company and industry leader whose sole focus in the*

3/24/2011

*provision of high quality water and wastewater service at reasonable prices."* AQUA's track record is contrary to this. The horror stories of ever-increasing , excessive rates, billing nightmares, poor water quality, and inadequate service, abound throughout AQUA's service areas to include Florida. Chuluota, Seminole County is experiencing, on average, 3 times the cost for water and sewage that nearby Oviedo is paying. Seminole County is working to purchase back the system from AQUA, but has not agreed to a valuation as yet. AQUA is saying that the value is about 4 times the valuation specified by Seminole County. The residents of Harbor Hills do not want to be faced with this situation. Additionally, AQUA is responsible for the great majority of complaints to the PSC by consumers, and they have also been fined for their billing problems. We, along with my neighbors, your constituents, urge you to ensure that Aqua's request for the transfer of the certificate be denied.

**Robert and Jessica Carlton**

6120 Topsail Rd.

Lady Lake, FL 32159

352-750-2053

[Carlton1821@embarqmail.com](mailto:Carlton1821@embarqmail.com)

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

Craig & Deborah Bloxham  
 39525 Grove Heights  
 Lady Lake, FL 32159

11 MAR 23 AM 8:44

COMMISSION  
CLERK

DISTRIBUTION CENTER  
 11 MAR 23 AM 7:11

3-16-2011

OFFICE OF COMMISSION CLERK  
 2540 SHUMARD OAK BLVD.  
 TALLAHASSEE, FL 32399-0850

TO WHOM IT MAY CONCERN,  
 PLEASE BE ADVISED THAT WE ARE AGAINST  
 THE SALE OF HARBOR HILLS UTILITIES  
 TO AQUA UTILITIES FOR THE FOLLOWING  
 REASONS:

- ① HARBOR HILLS NEGOTIATED THIS SALE IN 2009 BUT DID NOT TELL RESIDENTS UNTILL 2011 NOT GIVING US (THE CONSUMER) ANY SAY IN TRY TO DEVELOP BETTER OPTIONS.
- ② AQUA HAS A HORRID REPUTATION AS A WATER PROVIDER, FROM EVERYTHING I READ RATES WILL DRAMATICALLY INCREASE AND WATER QUALITY WILL DIMINISH.
- ③ MANY STATES ARE BANNING AQUA FROM DOING BUSINESS IN THERE STATES.
- ④ THEY ARE AN OPORTUNISTIC COMPANY THAT IS NOT IN THE PUBLICS BEST INTEREST
- ⑤ 47% OF WATER COMPLAINTS TO P.S.C PERTAIN TO AQUA WE ARE TOLD.

THANK YOU

CRAIG BLOXHAM

DEBORAH BLOXHAM

CC: HOLLAND & KNIGHT

Craig & Deborah Bloxham  
39525 Grove Heights  
Lady Lake, FL 32159

DAYTONA BEACH  
FL 321 1 L  
21 MAR 2011 PM



OFFICE OF COMMISSION CLERK  
2540 SHOMARD OAK BLVD.  
TALLAHASSEE, FL 32399 -  
0850

32399+7019





**Diamond Williams**

110019-WS

**From:** Diamond Williams  
**Sent:** Tuesday, March 22, 2011 8:11 AM  
**To:** Ruth McHargue  
**Cc:** Dorothy Menasco; Matilda Sanders  
**Subject:** RE: To CLK DOCKET #110019

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION:		

Thank you for this information. This attachment has been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 110019-WS.

Thank you,

Diamond Williams  
 Comm. Deputy Clerk I  
 Office of Commission Clerk  
 Florida Public Service Commission  
 Email: [diwillia@psc.state.fl.us](mailto:diwillia@psc.state.fl.us)  
 Phone: 850-413-6094

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

---

**From:** Ruth McHargue  
**Sent:** Monday, March 21, 2011 2:47 PM  
**To:** Diamond Williams  
**Cc:** Dorothy Menasco; Matilda Sanders  
**Subject:** FW: To CLK DOCKET #110019

Customer correspondence

---

**From:** Consumer Contact  
**Sent:** Monday, March 21, 2011 10:37 AM  
**To:** Ruth McHargue  
**Subject:** To CLK DOCKET #110019

---

**From:** laura bernardini [mailto:lrbernardini@yahoo.com]  
**Sent:** Friday, March 18, 2011 7:49 PM  
**To:** Consumer Contact  
**Cc:** Karen Setz  
**Subject:** RE DOCKET #110019 -Aqua Utilities Florida, Inc., application for approval of transfer of Harbor Hills Utilities, LP water system to AUF, Inc

Ms. Ann Cole  
 Commission Clerk

3/22/2011

# Florida Public Service Commission

We live in Harbor Hills at 39342 Harbor Hills Blvd., (352)259-0108) Our developer and Harbor Hills Utilities (HHU) are one and the same. Our drinking and irrigation water run through the same meter.

The following is a comparison of our present HHU rates and those proposed by Aqua Utilities Florida, Inc. (AUF)

## MONTHLY RATES

AUF Proposed	HHU present	Increase	Increase %	
131.4	GENERAL SERVICE	\$19.88	\$8.59	\$11.29
378.8	RATE PER 1,000 GALS.	5.89	1.23	4.66

The purchase price of HHU is none of our business; however, its obvious that AUF intends to re-coop its investment in a short period of time or request the "moon" and hope the PSC approves a 200 to 300% rate increase.

Our objection to AUF application is simple and direct. With no changes to our present water infrastructure, how can the commission approve the application and foregoing rate increases.

We solicit your support and hope that the PSC will closely review the economic impact of the AUF's proposal.

Respectfully, George and Laura Bernardini

110019-WS

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION:		

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

RECEIVED-FPSC

11 MAR 21 AM 11:31

COMMISSION  
CLERK

March 12, 2011

Re: Objection to Aqua Utilities/Harbor Hills Application

Dear Honorable Commissioners:

RECEIVED

MAR 17 2011

Florida Public Service Commission  
Division of SSC

The undersigned received an undated "Revised Notice..." yesterday and as an aggrieved future customer objects with particularity to the following matters relating to this notice and application:

I. The proposed wastewater rates set forth do substantially exceed those charged currently by Harbor Hills Utilities and are without a rational basis, and are supported by neither clear and convincing evidence nor a preponderance of evidence, whichever is applicable.

II. The proposed wastewater rates on their face totally ignore, and fail to advise the Commission, that the largest and dominant user of the wastewater system is a for-profit, commercial enterprise, viz., 1. clubhouse, 2. swimming pool complex, 3. locker rooms and spas, 4. restaurants, 5. golf operations, and 6. tennis facilities owned by Harbor Hills Country Club. The application should be tabled and deferred until and unless the applicant makes clear and details its proposed commercial wastewater rates and the methodology and justification for computing them, methodology for measuring usage by of its aforementioned facilities.

III. To apply the same wastewater base rate and also the proposed gallonage cap of 6,000 gallons to the Harbor Hills Country Club commercial enterprise as would be applied to a single residential home is arbitrary, capricious, irrational, unfair, and contrary to law and the public interest.

***IV. The Revised Notice does not indicate if the proposed water rates are monthly or bi-monthly as is currently the case with Harbor Hills Utilities.***

***V. The "General Service" section appears to relate to water rates but does not say so. Assuming that it does, the proposed rates are subject to the same objections set out in I. above.***

***VI. The application relating to water rates should be tabled and deferred until and unless the applicant makes clear and details its proposed commercial water rates and the methodology and justification for computing them, and the methodology for measuring usage by Harbor Hills Country Club at each of its aforementioned commercial sites and facilities.***

***Respectfully submitted,***


***Peder Hong  
5400 Saddleback Ct.  
Lady Lake, Florida 32159***

***Cc:  
D. Bruce May, Jr.  
315 South Calhoun Street  
Suite 600, Tallahassee, FL 32301***

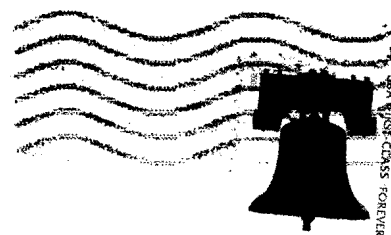
**RECEIVED**

**MAR 17 2011**

**Florida Public Service Commission  
Division of RCA**

 **Mr. Peder Hong**  
5400 Saddleback Ct  
Lady Lake, FL 32159

DAYTONA BEACH  
FL 321 2 T  
14 MAR 2011 PM



COMMUNICATION CENTER

11 MAR 16 AM 7:04

RECEIVED

MAR 17 2011

Florida Public Service Commission  
Division of RCA

Florida Public Service Commission  
Office of Commission Clerk  
2540 Sharnard Oak Boulevard  
Tallahassee Florida 32339-0850

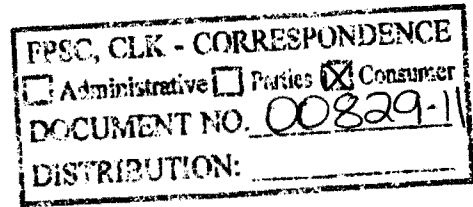
32339+0850



**Diamond Williams**

110019-WS

**From:** Diamond Williams  
**Sent:** Thursday, March 17, 2011 4:52 PM  
**To:** Ruth McHargue  
**Cc:** Dorothy Menasco; Matilda Sanders  
**Subject:** RE: To CLK Docket 110019



Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 110019-WS.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: diwillia@psc.state.fl.us  
Phone: 850-413-6094

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

-----Original Message-----

**From:** Ruth McHargue  
**Sent:** Thursday, March 17, 2011 2:40 PM  
**To:** Diamond Williams  
**Cc:** Dorothy Menasco; Matilda Sanders  
**Subject:** FW: To CLK Docket 110019

Customer correspondence

-----Original Message-----

**From:** Consumer Contact  
**Sent:** Wednesday, March 16, 2011 3:01 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 110019

Copy on file, see 999342C. DH

-----Original Message-----

**From:** contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
**Sent:** Wednesday, March 16, 2011 2:47 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 28278

Complaint filed with PSC



Select County: LAKE  
CUSTOMER INFORMATION

Name: Richard Beaver  
Telephone: 352-391-9157  
Email: rbeaver1119@yahoo.com  
Address: 5228 Harbor Ridge Ct Lady Lake 32159

BUSINESS INFORMATION

Business Account Name: Richard Beaver  
Account Number:  
Address: 5228 Harbor Ridge Ct Lady Lake Florida 32159

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

Aqua Utilities Florida Inc. recently purchased the water utility from the Developer of the Harbor Hills development in which I live. I received a letter on March 11, 2011 from Aqua Utilities stating that they have applied for a rate increase of \$4.91 per thousand gallons. This is a four-fold increase over the previous rate charged by Harbor Hills Utilities. I consider this completely unjustified and I hope that the FLorida Public Service Commission does not approve this increase. Aqua Utilties has a bad reputation in FLorida and they should not be allowed to continue to conduct business in this manner. Thank you for your consideration.

**Diamond Williams**

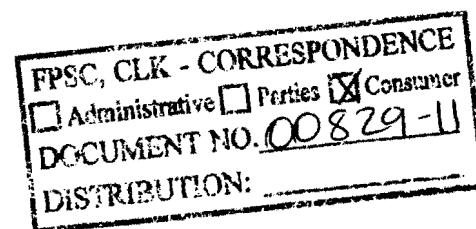
110019-WS

**From:** Diamond Williams  
**Sent:** Wednesday, March 16, 2011 4:33 PM  
**To:** Ruth McHargue  
**Cc:** Matilda Sanders; Dorothy Menasco; Consumer Contact  
**Subject:** RE: To CLK Docket 110019-WS.

Thank you for this information. This attachment has been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 110019-WS.

Thank you,

Diamond Williams  
 Comm. Deputy Clerk I  
 Office of Commission Clerk  
 Florida Public Service Commission  
 Email: [diwillia@psc.state.fl.us](mailto:diwillia@psc.state.fl.us)  
 Phone: 850-413-6094



Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

---

**From:** Ruth McHargue  
**Sent:** Wednesday, March 16, 2011 12:01 PM  
**To:** Diamond Williams  
**Cc:** Matilda Sanders; Dorothy Menasco; Consumer Contact  
**Subject:** FW: To CLK Docket 110019

customer correspondence

---

**From:** Consumer Contact  
**Sent:** Wednesday, March 16, 2011 8:31 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 110019

Copy on file, see 999212C. DH

---

**From:** Tim Schott [<mailto:tcschott2000@yahoo.com>]  
**Sent:** Tuesday, March 15, 2011 5:41 PM  
**To:** Consumer Contact  
**Subject:** Docket 110019

As a Harbor Hills resident, when I received the letter that Aqua of Florida was seeking takeover of our water system, I naturally did an on line search about Aqua of Florida. I was appalled at what I was reading. They have a reputation for providing bad service and have a history of unfair price gouging. I also read in one case they circumvented the PCS entirely and raised

3/17/2011

water rates on their own, only to have to refund the money later. The PCS should find that appalling. We respectfully request that you deny Aqua of Florida their permit for Harbor Hills as we do not feel it is in the best interest of the residents. My wife and I are on a fixed income and are struggling in these tough economic times, as are many of the residents of Harbor Hills. The last thing we need to face is the probability of a large unjustified increase in the water rates.

Thank you for your consideration,  
Timothy C. Schott  
39104 Griffin Landing  
Lady Lake, FL 32159

3/17/2011

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



OFFICE OF THE GENERAL COUNSEL  
S. CURTIS KISER  
GENERAL COUNSEL  
(850) 413-6199

## Public Service Commission

March 11, 2011

Ms. Natalie Win and Mr. David Campbell  
6113 Landings Blvd.  
Lady Lake, FL 32158

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION:		

COMMISSION  
CLERK

RECEIVED-FPSC  
11 MAR 11 PM 2:19

**Re: Docket No. 110019-WS, Aqua Utilities Florida, Inc.'s application for original certificate for an existing wastewater system, request for initial rates and charges for Harbor Hills Utilities, L.P.'s wastewater system, amendment of wastewater Certificate No. 120-S, in Lake County, to include Harbor Hills Utilities, L.P.'s wastewater service area; and application for approval of transfer of Harbor Hills Utilities, L.P.'s water system to Aqua Utilities Florida, Inc., amendment of Aqua Utilities Florida, Inc.'s water Certificate No. 106-W, in Lake County, to include the Harbor Hills Utilities, L.P.'s water service territory, and cancellation of Harbor Hills Utilities, L.P.'s water Certificate No. 522-W.**

Dear Ms. Win and Mr. Campbell,

Thank you for your letter of objection received February 9, 2011. This letter is to inform you that due to minor defects in the Aqua Utilities Florida, Inc.'s first "Notice" regarding its application to transfer and application for original certificate, a second "Notice" will be issued. Once the second notice has been issued, we will contact all objectors regarding the additional proceedings in this docket. Your current letter serves as a placeholder and you do not need to renew your objection.

If you have any questions regarding this letter, please do not hesitate to contact the Office of the General Counsel at (850) 413-6199.

Sincerely,

A handwritten signature in black ink, appearing to read "Erik L. Sayler".

Erik L. Sayler  
Senior Attorney  
Office of the General Counsel

ELS/th

cc: Office of Commission Clerk  
Bruce May, Esq., Counsel for Aqua Utilities Florida, Inc.  
Office of Public Counsel

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



OFFICE OF THE GENERAL COUNSEL  
S. CURTIS KISER  
GENERAL COUNSEL  
(850) 413-6199

Public Service Commission

March 11, 2011

Ms. Ellen B. Wilcox  
5500 Citation Court  
Lady Lake, FL 32159-6023

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00829-11</u>		
DISTRIBUTION: _____		

RECEIVED-FPSC  
11 MAR 11 PM 2:19  
COMMISSION  
CLERK

**Re: Docket No. 110019-WS, Aqua Utilities Florida, Inc.'s application for original certificate for an existing wastewater system, request for initial rates and charges for Harbor Hills Utilities, L.P.'s wastewater system, amendment of wastewater Certificate No. 120-S, in Lake County, to include Harbor Hills Utilities, L.P.'s wastewater service area; and application for approval of transfer of Harbor Hills Utilities, L.P.'s water system to Aqua Utilities Florida, Inc., amendment of Aqua Utilities Florida, Inc.'s water Certificate No. 106-W, in Lake County, to include the Harbor Hills Utilities, L.P.'s water service territory, and cancellation of Harbor Hills Utilities, L.P.'s water Certificate No. 522-W.**

Dear Ms. Wilcox,

Thank you for your letter of objection received February 7, 2011. This letter is to inform you that due to minor defects in the Aqua Utilities Florida, Inc.'s first "Notice" regarding its application to transfer and application for original certificate, a second "Notice" will be issued. Once the second notice has been issued, we will contact all objectors regarding the additional proceedings in this docket. Your current letter serves as a placeholder and you do not need to renew your objection.

If you have any questions regarding this letter, please do not hesitate to contact the Office of the General Counsel at (850) 413-6199.

Sincerely,

A handwritten signature in black ink, appearing to read "Erik L. Sayler".  
Erik L. Sayler  
Senior Attorney  
Office of the General Counsel

ELS/th

cc: Office of Commission Clerk  
Bruce May, Esq., Counsel for Aqua Utilities Florida, Inc.  
Office of Public Counsel

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



OFFICE OF THE GENERAL COUNSEL  
S. CURTIS KISER  
GENERAL COUNSEL  
(850) 413-6199

Public Service Commission

March 11, 2011

Mr. & Ms. Ulrich Setz  
39549 Grove Heights  
Lady Lake, FL 32159

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION:		

RECEIVED-FPSC  
11 MAR 11 PM 2:18  
COMMISSION  
CLERK

**Re: Docket No. 110019-WS, Aqua Utilities Florida, Inc.'s application for original certificate for an existing wastewater system, request for initial rates and charges for Harbor Hills Utilities, L.P.'s wastewater system, amendment of wastewater Certificate No. 120-S, in Lake County, to include Harbor Hills Utilities, L.P.'s wastewater service area; and application for approval of transfer of Harbor Hills Utilities, L.P.'s water system to Aqua Utilities Florida, Inc., amendment of Aqua Utilities Florida, Inc.'s water Certificate No. 106-W, in Lake County, to include the Harbor Hills Utilities, L.P.'s water service territory, and cancellation of Harbor Hills Utilities, L.P.'s water Certificate No. 522-W.**

Dear Ulrich and Karen Setz,

Thank you for your letter of objection received February 14, 2011. This letter is to inform you that due to minor defects in the Aqua Utilities Florida, Inc.'s first "Notice" regarding its application to transfer and application for original certificate, a second "Notice" will be issued. Once the second notice has been issued, we will contact all objectors regarding the additional proceedings in this docket. Your current letter serves as a placeholder and you do not need to renew your objection.

If you have any questions regarding this letter, please do not hesitate to contact the Office of the General Counsel at (850) 413-6199.

Sincerely,  
A handwritten signature in black ink, appearing to read "Erik L. Sayler".  
Erik L. Sayler  
Senior Attorney  
Office of the General Counsel

ELS/th

cc: Office of Commission Clerk  
Bruce May, Esq., Counsel for Aqua Utilities Florida, Inc.  
Office of Public Counsel

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)



COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



OFFICE OF THE GENERAL COUNSEL  
S. CURTIS KISER  
GENERAL COUNSEL  
(850) 413-6199

## Public Service Commission

March 11, 2011

Mr. Ernest T. Pelikan  
39908 Sunbeam Way  
Lady Lake, FL 32159-3536

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00829-11</u>		
DISTRIBUTION: _____		

RECEIVED-FPSC  
11 MAR 11 PM 2:18  
COMMISSION  
CLERK

**Re: Docket No. 110019-WS, Aqua Utilities Florida, Inc.'s application for original certificate for an existing wastewater system, request for initial rates and charges for Harbor Hills Utilities, L.P.'s wastewater system, amendment of wastewater Certificate No. 120-S, in Lake County, to include Harbor Hills Utilities, L.P.'s wastewater service area; and application for approval of transfer of Harbor Hills Utilities, L.P.'s water system to Aqua Utilities Florida, Inc., amendment of Aqua Utilities Florida, Inc.'s water Certificate No. 106-W, in Lake County, to include the Harbor Hills Utilities, L.P.'s water service territory, and cancellation of Harbor Hills Utilities, L.P.'s water Certificate No. 522-W.**

Dear Mr. Pelikan,

Thank you for your letter of objection received February 9, 2011. This letter is to inform you that due to minor defects in the Aqua Utilities Florida, Inc.'s first "Notice" regarding its application to transfer and application for original certificate, a second "Notice" will be issued. Once the second notice has been issued, we will contact all objectors regarding the additional proceedings in this docket. Your current letter serves as a placeholder and you do not need to renew your objection.

If you have any questions regarding this letter, please do not hesitate to contact the Office of the General Counsel at (850) 413-6199.

Sincerely,

A handwritten signature in black ink, appearing to read "Erik L. Sayler".

Erik L. Sayler  
Senior Attorney  
Office of the General Counsel

ELS/th

cc: Office of Commission Clerk  
Bruce May, Esq., Counsel for Aqua Utilities Florida, Inc.  
Office of Public Counsel

---

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



OFFICE OF THE GENERAL COUNSEL  
S. CURTIS KISER  
GENERAL COUNSEL  
(850) 413-6199

Public Service Commission

March 11, 2011

Mr. & Ms. Robert V. Nicholson  
6201 Topsail Road  
Lady Lake, FL 32159

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION:		

RECEIVED FPSC  
11 MAR 11 PM 2:18  
COMMISSION  
CLERK

**Re: Docket No. 110019-WS, Aqua Utilities Florida, Inc.'s application for original certificate for an existing wastewater system, request for initial rates and charges for Harbor Hills Utilities, L.P.'s wastewater system, amendment of wastewater Certificate No. 120-S, in Lake County, to include Harbor Hills Utilities, L.P.'s wastewater service area; and application for approval of transfer of Harbor Hills Utilities, L.P.'s water system to Aqua Utilities Florida, Inc., amendment of Aqua Utilities Florida, Inc.'s water Certificate No. 106-W, in Lake County, to include the Harbor Hills Utilities, L.P.'s water service territory, and cancellation of Harbor Hills Utilities, L.P.'s water Certificate No. 522-W.**

Dear Robert V. and Margaret D. Nicholson,

Thank you for your letter of objection received February 7, 2011. This letter is to inform you that due to minor defects in the Aqua Utilities Florida, Inc.'s first "Notice" regarding its application to transfer and application for original certificate, a second "Notice" will be issued. Once the second notice has been issued, we will contact all objectors regarding the additional proceedings in this docket. Your current letter serves as a placeholder and you do not need to renew your objection.

If you have any questions regarding this letter, please do not hesitate to contact the Office of the General Counsel at (850) 413-6199.

Sincerely,

A handwritten signature in black ink, appearing to read "Erik L. Sayler".

Erik L. Sayler  
Senior Attorney  
Office of the General Counsel

ELS/th

cc: Office of Commission Clerk  
Bruce May, Esq., Counsel for Aqua Utilities Florida, Inc.  
Office of Public Counsel

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA

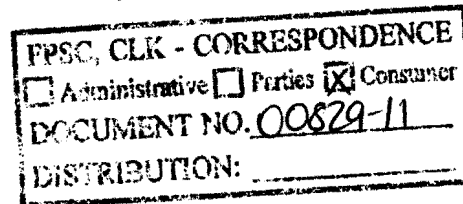


OFFICE OF THE GENERAL COUNSEL  
S. CURTIS KISER  
GENERAL COUNSEL  
(850) 413-6199

# Public Service Commission

March 11, 2011

Mr. & Ms. Arthur Muns  
5528 Citation Court  
Lady Lake, FL 32159-6023



RECEIVED FPSC  
11 MAR 11 PM 2:18  
COMMISSION  
CLERK

**Re: Docket No. 110019-WS, Aqua Utilities Florida, Inc.'s application for original certificate for an existing wastewater system, request for initial rates and charges for Harbor Hills Utilities, L.P.'s wastewater system, amendment of wastewater Certificate No. 120-S, in Lake County, to include Harbor Hills Utilities, L.P.'s wastewater service area; and application for approval of transfer of Harbor Hills Utilities, L.P.'s water system to Aqua Utilities Florida, Inc., amendment of Aqua Utilities Florida, Inc.'s water Certificate No. 106-W, in Lake County, to include the Harbor Hills Utilities, L.P.'s water service territory, and cancellation of Harbor Hills Utilities, L.P.'s water Certificate No. 522-W.**

Dear Mr. & Ms. Muns,

Thank you for your letter of objection received February 14, 2011. This letter is to inform you that due to minor defects in the Aqua Utilities Florida, Inc.'s first "Notice" regarding its application to transfer and application for original certificate, a second "Notice" will be issued. Once the second notice has been issued, we will contact all objectors regarding the additional proceedings in this docket. Your current letter serves as a placeholder and you do not need to renew your objection.

If you have any questions regarding this letter, please do not hesitate to contact the Office of the General Counsel at (850) 413-6199.

Sincerely,  
A handwritten signature in black ink, appearing to read "Erik L. Sayler".

Erik L. Sayler  
Senior Attorney  
Office of the General Counsel

ELS/th

cc: Office of Commission Clerk  
Bruce May, Esq., Counsel for Aqua Utilities Florida, Inc.  
Office of Public Counsel

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



OFFICE OF THE GENERAL COUNSEL  
S. CURTIS KISER  
GENERAL COUNSEL  
(850) 413-6199

# Public Service Commission

March 11, 2011

Mr. & Ms. Charles Meckley  
P.O. Box 1834  
Lady Lake, FL 32158-1834

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00829-11</u>		
DISTRIBUTION: _____		

RECEIVED-FPSC  
11 MAR 11 PM 2:18  
COMMISSION  
CLERK

**Re: Docket No. 110019-WS, Aqua Utilities Florida, Inc.'s application for original certificate for an existing wastewater system, request for initial rates and charges for Harbor Hills Utilities, L.P.'s wastewater system, amendment of wastewater Certificate No. 120-S, in Lake County, to include Harbor Hills Utilities, L.P.'s wastewater service area; and application for approval of transfer of Harbor Hills Utilities, L.P.'s water system to Aqua Utilities Florida, Inc., amendment of Aqua Utilities Florida, Inc.'s water Certificate No. 106-W, in Lake County, to include the Harbor Hills Utilities, L.P.'s water service territory, and cancellation of Harbor Hills Utilities, L.P.'s water Certificate No. 522-W.**

Dear Mr. & Ms. Meckley,

Thank you for your letter of objection received February 9, 2011. This letter is to inform you that due to minor defects in the Aqua Utilities Florida, Inc.'s first "Notice" regarding its application to transfer and application for original certificate, a second "Notice" will be issued. Once the second notice has been issued, we will contact all objectors regarding the additional proceedings in this docket. Your current letter serves as a placeholder and you do not need to renew your objection.

If you have any questions regarding this letter, please do not hesitate to contact the Office of the General Counsel at (850) 413-6199.

Sincerely,  
A handwritten signature in black ink, appearing to read "Erik L. Saylor".  
Erik L. Saylor  
Senior Attorney  
Office of the General Counsel

ELS/th

cc: Office of Commission Clerk  
Bruce May, Esq., Counsel for Aqua Utilities Florida, Inc.  
Office of Public Counsel

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



OFFICE OF THE GENERAL COUNSEL  
S. CURTIS KISER  
GENERAL COUNSEL  
(850) 413-6199

# Public Service Commission

March 11, 2011

Mr. & Ms. Thomas M. Lucas  
5203 Grove Manor  
Lady Lake, FL 32159

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION:		

RECEIVED - FPSC  
11 MAR 11 PM 2:18  
COMMISSION  
CLERK

**Re: Docket No. 110019-WS, Aqua Utilities Florida, Inc.'s application for original certificate for an existing wastewater system, request for initial rates and charges for Harbor Hills Utilities, L.P.'s wastewater system, amendment of wastewater Certificate No. 120-S, in Lake County, to include Harbor Hills Utilities, L.P.'s wastewater service area; and application for approval of transfer of Harbor Hills Utilities, L.P.'s water system to Aqua Utilities Florida, Inc., amendment of Aqua Utilities Florida, Inc.'s water Certificate No. 106-W, in Lake County, to include the Harbor Hills Utilities, L.P.'s water service territory, and cancellation of Harbor Hills Utilities, L.P.'s water Certificate No. 522-W.**

Dear Mr. & Ms. Lucas,

Thank you for your letter of objection received February 10, 2011. This letter is to inform you that due to minor defects in the Aqua Utilities Florida, Inc.'s first "Notice" regarding its application to transfer and application for original certificate, a second "Notice" will be issued. Once the second notice has been issued, we will contact all objectors regarding the additional proceedings in this docket. Your current letter serves as a placeholder and you do not need to renew your objection.

If you have any questions regarding this letter, please do not hesitate to contact the Office of the General Counsel at (850) 413-6199.

Sincerely,

A handwritten signature in black ink, appearing to read "Erik L. Sayler".

Erik L. Sayler  
Senior Attorney  
Office of the General Counsel

ELS/th

cc: Office of Commission Clerk  
Bruce May, Esq., Counsel for Aqua Utilities Florida, Inc.  
Office of Public Counsel

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



OFFICE OF THE GENERAL COUNSEL  
S. CURTIS KISER  
GENERAL COUNSEL  
(850) 413-6199

## Public Service Commission

March 11, 2011

Mr. & Ms. Leslie Johnson  
5731 Crestview Drive  
Lady Lake, FL 32159-5928

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION:		

RECEIVED FPSC  
11 MAR 11 PM 2:18  
COMMISSION  
CLERK

**Re: Docket No. 110019-WS, Aqua Utilities Florida, Inc.'s application for original certificate for an existing wastewater system, request for initial rates and charges for Harbor Hills Utilities, L.P.'s wastewater system, amendment of wastewater Certificate No. 120-S, in Lake County, to include Harbor Hills Utilities, L.P.'s wastewater service area; and application for approval of transfer of Harbor Hills Utilities, L.P.'s water system to Aqua Utilities Florida, Inc., amendment of Aqua Utilities Florida, Inc.'s water Certificate No. 106-W, in Lake County, to include the Harbor Hills Utilities, L.P.'s water service territory, and cancellation of Harbor Hills Utilities, L.P.'s water Certificate No. 522-W.**

Dear Mr. & Ms. Johnson,

Thank you for your letter of objection received February 17, 2011. This letter is to inform you that due to minor defects in the Aqua Utilities Florida, Inc.'s first "Notice" regarding its application to transfer and application for original certificate, a second "Notice" will be issued. Once the second notice has been issued, we will contact all objectors regarding the additional proceedings in this docket. Your current letter serves as a placeholder and you do not need to renew your objection.

If you have any questions regarding this letter, please do not hesitate to contact the Office of the General Counsel at (850) 413-6199.

Sincerely,

A handwritten signature in black ink, appearing to read "Erik L. Sayler".

Erik L. Sayler  
Senior Attorney  
Office of the General Counsel

ELS/th

cc: Office of Commission Clerk  
Bruce May, Esq., Counsel for Aqua Utilities Florida, Inc.  
Office of Public Counsel

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)



COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



OFFICE OF THE GENERAL COUNSEL  
S. CURTIS KISER  
GENERAL COUNSEL  
(850) 413-6199

## Public Service Commission

March 11, 2011

Dr. & Ms. Marshall S. Grillo  
5239 Grove Manor  
Lady Lake, FL 32159

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION:		

RECEIVED FPSC  
11 MAR 11 PM 2:18  
COMMISSION  
CLERK

**Re: Docket No. 110019-WS, Aqua Utilities Florida, Inc.'s application for original certificate for an existing wastewater system, request for initial rates and charges for Harbor Hills Utilities, L.P.'s wastewater system, amendment of wastewater Certificate No. 120-S, in Lake County, to include Harbor Hills Utilities, L.P.'s wastewater service area; and application for approval of transfer of Harbor Hills Utilities, L.P.'s water system to Aqua Utilities Florida, Inc., amendment of Aqua Utilities Florida, Inc.'s water Certificate No. 106-W, in Lake County, to include the Harbor Hills Utilities, L.P.'s water service territory, and cancellation of Harbor Hills Utilities, L.P.'s water Certificate No. 522-W.**

Dear Dr. & Ms. Grillo,

Thank you for your letter of objection received February 2, 2011. This letter is to inform you that due to minor defects in the Aqua Utilities Florida, Inc.'s first "Notice" regarding its application to transfer and application for original certificate, a second "Notice" will be issued. Once the second notice has been issued, we will contact all objectors regarding the additional proceedings in this docket. Your current letter serves as a placeholder and you do not need to renew your objection.

If you have any questions regarding this letter, please do not hesitate to contact the Office of the General Counsel at (850) 413-6199.

Sincerely,

A handwritten signature in black ink, appearing to read "Erik L. Sayler".

Erik L. Sayler  
Senior Attorney  
Office of the General Counsel

ELS/th

cc: Office of Commission Clerk  
Bruce May, Esq., Counsel for Aqua Utilities Florida, Inc.  
Office of Public Counsel

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



OFFICE OF THE GENERAL COUNSEL  
S. CURTIS KISER  
GENERAL COUNSEL  
(850) 413-6199

Public Service Commission

March 11, 2011

Mr. & Ms. Richard G. Botsko  
39120 Harbor Hills Blvd.  
Lady Lake, FL 32159

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION:		

RECEIVED-FPSC  
11 MAR 11 PM 2:18  
COMMISSION  
CLERK

**Re: Docket No. 110019-WS, Aqua Utilities Florida, Inc.'s application for original certificate for an existing wastewater system, request for initial rates and charges for Harbor Hills Utilities, L.P.'s wastewater system, amendment of wastewater Certificate No. 120-S, in Lake County, to include Harbor Hills Utilities, L.P.'s wastewater service area; and application for approval of transfer of Harbor Hills Utilities, L.P.'s water system to Aqua Utilities Florida, Inc., amendment of Aqua Utilities Florida, Inc.'s water Certificate No. 106-W, in Lake County, to include the Harbor Hills Utilities, L.P.'s water service territory, and cancellation of Harbor Hills Utilities, L.P.'s water Certificate No. 522-W.**

Dear Mr. & Ms. Botsko,

Thank you for your letter of objection received February 9, 2011. This letter is to inform you that due to minor defects in the Aqua Utilities Florida, Inc.'s first "Notice" regarding its application to transfer and application for original certificate, a second "Notice" will be issued. Once the second notice has been issued, we will contact all objectors regarding the additional proceedings in this docket. Your current letter serves as a placeholder and you do not need to renew your objection.

If you have any questions regarding this letter, please do not hesitate to contact the Office of the General Counsel at (850) 413-6199.

Sincerely,

A handwritten signature in black ink, appearing to read "Erik L. Sayler".

Erik L. Sayler  
Senior Attorney  
Office of the General Counsel

ELS/th

cc: Office of Commission Clerk  
Bruce May, Esq., Counsel for Aqua Utilities Florida, Inc.  
Office of Public Counsel

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



OFFICE OF THE GENERAL COUNSEL  
S. CURTIS KISER  
GENERAL COUNSEL  
(850) 413-6199

## Public Service Commission

March 11, 2011

Mr. & Ms. Jim Bohn  
39819 Grove Heights  
Lady Lake, FL 32159

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION:		

RECEIVED FPSC  
11 MAR 11 PM 2:18  
COMMISSION  
CLERK

**Re: Docket No. 110019-WS, Aqua Utilities Florida, Inc.'s application for original certificate for an existing wastewater system, request for initial rates and charges for Harbor Hills Utilities, L.P.'s wastewater system, amendment of wastewater Certificate No. 120-S, in Lake County, to include Harbor Hills Utilities, L.P.'s wastewater service area; and application for approval of transfer of Harbor Hills Utilities, L.P.'s water system to Aqua Utilities Florida, Inc., amendment of Aqua Utilities Florida, Inc.'s water Certificate No. 106-W, in Lake County, to include the Harbor Hills Utilities, L.P.'s water service territory, and cancellation of Harbor Hills Utilities, L.P.'s water Certificate No. 522-W.**

Dear Mr. & Ms. Bohn,

Thank you for your letter of objection received February 16, 2011. This letter is to inform you that due to minor defects in the Aqua Utilities Florida, Inc.'s first "Notice" regarding its application to transfer and application for original certificate, a second "Notice" will be issued. Once the second notice has been issued, we will contact all objectors regarding the additional proceedings in this docket. Your current letter serves as a placeholder and you do not need to renew your objection.

If you have any questions regarding this letter, please do not hesitate to contact the Office of the General Counsel at (850) 413-6199.

Sincerely,

A handwritten signature in black ink, appearing to read "Erik L. Saylor".

Erik L. Saylor  
Senior Attorney  
Office of the General Counsel

ELS/th

cc: Office of Commission Clerk  
Bruce May, Esq., Counsel for Aqua Utilities Florida, Inc.  
Office of Public Counsel

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



OFFICE OF THE GENERAL COUNSEL  
S. CURTIS KISER  
GENERAL COUNSEL  
(850) 413-6199

## Public Service Commission

March 11, 2011

Mr. & Ms. Edmund M. Applebaum  
6229 Topsail Road  
Lady Lake, FL 32159

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

RECEIVED-FPSC  
11 MAR 11 PM 2:16  
COMMISSION  
CLERK

**Re: Docket No. 110019-WS, Aqua Utilities Florida, Inc.'s application for original certificate for an existing wastewater system, request for initial rates and charges for Harbor Hills Utilities, L.P.'s wastewater system, amendment of wastewater Certificate No. 120-S, in Lake County, to include Harbor Hills Utilities, L.P.'s wastewater service area; and application for approval of transfer of Harbor Hills Utilities, L.P.'s water system to Aqua Utilities Florida, Inc., amendment of Aqua Utilities Florida, Inc.'s water Certificate No. 106-W, in Lake County, to include the Harbor Hills Utilities, L.P.'s water service territory, and cancellation of Harbor Hills Utilities, L.P.'s water Certificate No. 522-W.**

Dear Mr. & Ms. Applebaum,

Thank you for your letter of objection received February 8, 2011. This letter is to inform you that due to minor defects in the Aqua Utilities Florida, Inc.'s first "Notice" regarding its application to transfer and application for original certificate, a second "Notice" will be issued. Once the second notice has been issued, we will contact all objectors regarding the additional proceedings in this docket. Your current letter serves as a placeholder and you do not need to renew your objection.

If you have any questions regarding this letter, please do not hesitate to contact the Office of the General Counsel at (850) 413-6199.

Sincerely,

A handwritten signature in black ink, appearing to read "Erik L. Saylor".

Erik L. Saylor  
Senior Attorney  
Office of the General Counsel

ELS/th

cc: Office of Commission Clerk  
Bruce May, Esq., Counsel for Aqua Utilities Florida, Inc.  
Office of Public Counsel

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



OFFICE OF THE GENERAL COUNSEL  
S. CURTIS KISER  
GENERAL COUNSEL  
(850) 413-6199

## Public Service Commission

March 11, 2011

Mr. & Ms. William B. Allen  
5033 Harbor Heights  
Lady Lake, FL 32159

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00829-11</u>		
DISTRIBUTION: _____		

RECEIVED-FPSC  
11 MAR 11 PM 2:18  
COMMISSION  
CLERK

**Re: Docket No. 110019-WS, Aqua Utilities Florida, Inc.'s application for original certificate for an existing wastewater system, request for initial rates and charges for Harbor Hills Utilities, L.P.'s wastewater system, amendment of wastewater Certificate No. 120-S, in Lake County, to include Harbor Hills Utilities, L.P.'s wastewater service area; and application for approval of transfer of Harbor Hills Utilities, L.P.'s water system to Aqua Utilities Florida, Inc., amendment of Aqua Utilities Florida, Inc.'s water Certificate No. 106-W, in Lake County, to include the Harbor Hills Utilities, L.P.'s water service territory, and cancellation of Harbor Hills Utilities, L.P.'s water Certificate No. 522-W.**

Dear Mr. & Ms. Allen,

Thank you for your letter of objection received February 16, 2011. This letter is to inform you that due to minor defects in the Aqua Utilities Florida, Inc.'s first "Notice" regarding its application to transfer and application for original certificate, a second "Notice" will be issued. Once the second notice has been issued, we will contact all objectors regarding the additional proceedings in this docket. Your current letter serves as a placeholder and you do not need to renew your objection.

If you have any questions regarding this letter, please do not hesitate to contact the Office of the General Counsel at (850) 413-6199.

Sincerely,  
A handwritten signature in black ink, appearing to read "Erik L. Saylor".

Erik L. Saylor  
Senior Attorney  
Office of the General Counsel

ELS/th

cc: Office of Commission Clerk  
Bruce May, Esq., Counsel for Aqua Utilities Florida, Inc.  
Office of Public Counsel

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

RECEIVED-FPSC

11 FEB 17 PM 4:34

COMMISSION  
CLERK

William and Arden Allen  
5033 Harbor Heights  
Lady Lake, Florida 32159  
352.391.5010

11 FEB 17 AM 7:35

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

110019-WS

February 14, 2010

Office of the Commission Clerk  
2540 "Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

Re: Docket #110019-WS

Aqua Utilities Florida Inc. Application for Approval of Transfer of Harbor  
Hills Utility, LP Water System and Amendment of Certificate in Lake, County, FL

Commissioners:

We relocated to Harbor Hills in Lady Lake, Florida in July, 2010. We have been made aware of the proposed sale of Harbor Hills Utility, LP to Aqua Utilities Florida, Inc., and are opposed to approval of the transaction.

Our opposition is fueled by media reports which we have personally viewed and read which portray Aqua as a horrific provider of services with a careless attitude toward customers.

We hope that the PSC will fulfill its paramount role in protecting the safety and best interests of citizens by assuring that no approval be forthcoming unless and until these problems are corrected beyond doubt.

Very truly yours,

*William B. Allen* *Arden A. Allen*

William B. and Arden A. Allen

RECEIVED  
FEB 16 2011  
Florida Public Service Commission  
Division of SSC



**Arden and Bill Allen**  
**5033 Harbor Heights**  
**Lady Lake, FL 32159**

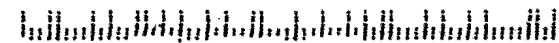
DAYTONA BEACH FL 321

15 FEB 2011 PM 1 T



PUBLIC SERVICE COMMISSION  
OFFICE OF THE COMMISSION CHIEF  
2540 SITUMANO OAK BLVD  
TALLAHASSEE, FL  
323 99-0850

32399+0850



FPSC, CLK - CORRESPONDENCE  
☐ Administrative ☐ Parties ☒ Consumer  
DOCUMENT NO. 00829-11  
DISTRIBUTION: \_\_\_\_\_

RECEIVED-FPSC

11 FEB 17 PM 4:34

COMMISSION  
CLERK

110019-WS

11 FEB 17 PM 7:39

OFFICE OF COMMISSIONS CLERK  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

February 9, 2011

Re: Docket #110019-WS Aqua Utilities Florida Inc.'s Application for Approval of Transfer of Harbor Hills Utility, LP Water System and Amendment of Certificate in Lake County, Florida

Commissioners;

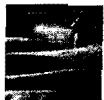
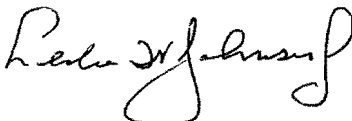
Please delay the sale of Harbor Hills Utility, LP to Aqua Utilities Florida, Inc. We are among the hundreds of residents in Harbor Hills who will be affected by this sale. We are extremely concerned about the reputation that Aqua Utilities Florida has for poor customer relations, poor water quality, brown smelly drinking water, and huge rate increases every few years. Examples of exorbitant and unexplained monthly charges for customers have been documented in news articles, and on local and national television news programs. These are not the signs of a company that should be allowed to serve more customers in Florida. A company with so many complaints and dissatisfied customers should be required to resolve the serious problems that have already come to light before entering into a bid to acquire more customers.

Harbor Hills Utility, LP, is currently involved in litigation. We believe that it would be advisable to resolve these legal disputes before an acquisition by Aqua Utilities Florida, Inc., or any other interested buyer. Indeed, we wonder if Harbor Hills Utilities has even disclosed this current litigation to the buyer or to your office.

For the reasons stated above, we respectfully request that you postpone your approval of this sale until such time as:

- A) all ongoing litigation has been disclosed and resolved
- B) Aqua Utilities demonstrates much improved customers relations
- C) Aqua Utilities provides quality water to its existing customer base

Sincerely



Leslie Johnson  
Jeannie Johnson  
5731 Crestview Drive  
Lady Lake FL 32159-5928

RECEIVED  
FEB 16 2011  
Florida Public Service Commission  
Division of SSC



Leslie Johnson  
Jeannie Johnson  
5731 Crestview Drive  
Lady Lake FL 32159-5928

DAYTONA BEACH FL 321

15 FEB 2011 PM 2 T



Office of Commissions Clerk  
2540 Shumard Blvd

Tallahassee, FL 32399-0850

32399+0850



FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00829-11</u>		
DISTRIBUTION: _____		

RECEIVED-FPSC

11 FEB 16 PM 12:21

COMMISSION  
CLERK

OFFICE OF COMMISSIONS CLERK  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

February 9, 2011

Re: Docket #110019-WS Aqua Utilities Florida Inc.'s Application for Approval of Transfer of Harbor Hills Utility, LP Water System and Amendment of Certificate in Lake County, Florida

Commissioners;

Please delay the sale of Harbor Hills Utility, LP to Aqua Utilities Florida, Inc. We are among the hundreds of residents in Harbor Hills who will be affected by this sale. We are extremely concerned about the reputation that Aqua Utilities Florida has for poor customer relations, poor water quality, brown smelly drinking water, and huge rate increases every few years. Examples of exorbitant and unexplained monthly charges for customers have been documented in news articles, and on local and national television news programs. These are not the signs of a company that should be allowed to serve more customers in Florida. A company with so many complaints and dissatisfied customers should be required to resolve the serious problems that have already come to light before entering into a bid to acquire more customers.

Harbor Hills Utility, LP, is currently involved in litigation. We believe that it would be advisable to resolve these legal disputes before an acquisition by Aqua Utilities Florida, Inc., or any other interested buyer. Indeed, we wonder if Harbor Hills Utilities has even disclosed this current litigation to the buyer or to your office.

For the reasons stated above, we respectfully request that you postpone your approval of this sale until such time as:

- A) all ongoing litigation has been disclosed and resolved
- B) Aqua Utilities demonstrates much improved customers relations
- C) Aqua Utilities provides quality water to its existing customer base

Sincerely

*Carol and Jim Bohn*  
39819 Grove Heights  
Lady Lake, FL 32159

RECEIVED  
FEB 16 2011  
Florida Public Service Commission  
Division of SSC

John  
39819 Grove Heights  
Jolly Lake, FL 32159

GAINESVILLE/GNV  
FL 326-2 T  
14 FEB 2011 PM



Office of Commissions Clerk  
2540 Shumard Oak Blvd.  
Jalalabessee, FL 32399-0850

32399+0850



**Marguerite McLean**

110019-WS

**From:** Filings@psc.state.fl.us  
**Sent:** Monday, February 14, 2011 9:15 AM  
**To:** 'setzk@embarqmail.com'  
**Cc:** Consumer Contact  
**Subject:** FW: Docket 110019 - AQUA WATER / HARBOR HILLS UTILITIES  
**Ms. Setz:**

FPSC, CLK - CORRESPONDENCE  
Administrative Parties Consumer  
 DOCUMENT NO. 00829-11  
 DISTRIBUTION: \_\_\_\_\_

Complaints serve as a valuable source of information to the Florida Public Service Commission (PSC). In order to allow the PSC to more efficiently process its customer complaints, all customers are asked to send complaints to the PSC in the following manner:

\* If you choose to fax your complaint, please fax it to  
**(800) 511-0809.**

\* E-mailed complaints and complaint correspondence should be sent to: **Contact@psc.state.fl.us**

We have forwarded your complaint to consumer contact.

A copy of your e-filing will be placed in "Docket correspondence - Consumers and their representatives." In Docket 110019-WS.

MARGUERITE H. MCLEAN  
 COMMISSION DEPUTY CLERK II  
 FLORIDA PUBLIC SERVICE COMMISSION  
 2540 SHUMARD OAK BOULEVARD  
 TALLAHASSEE, FLORIDA 32399-0850  
 850-413-6770

**From:** Karen Setz [mailto:setzk@embarqmail.com]  
**Sent:** Friday, February 11, 2011 4:41 PM  
**To:** Filings@psc.state.fl.us  
**Subject:** Docket 110019 - AQUA WATER / HARBOR HILLS UTILITIES

Hello, having just heard of the sale of the water system which we use as residents of Harbor Hills, I am interested in learning all I can as to how it may affect our community and each of us individually.

On the one hand I can understand that a utility has the option to sell at will. However, after more than 21 years under "developer control" and with no end of this condition expected during our lifetime, I need to understand the developer's responsibility to us with regard to selling off assets without warning which support our vital needs. It lends itself to further question as to what other secret things are going on that may negatively impact us? I can certainly stay alert to the newspaper business section as well as following the transaction on your docket website as starters.

In addition, the media reports on this company have not read well and reveal broad concern about water quality and extravagant rate increases. I would like to ask that if you hold public hearings on our water source if you could please do this in our local area so we can attend and participate in the

2/14/2011



government process.

Sincerely,  
Ulrich and Karen Setz  
39549 Grove Heights  
Lady Lake, FL 32159  
(352)753-3571

2/14/2011

---

OFFICE OF COMMISSIONS CLERK  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

RECEIVED-FPSC

11 FEB 14 AM 8:57

COMMISSION  
CLERK

February 9, 2011

Re: Docket #110019-WS Aqua Utilities Florida Inc.'s Application for Approval of Transfer of Harbor Hills Utility, LP Water System and Amendment of Certificate in Lake County, Florida

Commissioners;

Please delay the sale of Harbor Hills Utility, LP to Aqua Utilities Florida, Inc. We are among the hundreds of residents in Harbor Hills who will be affected by this sale. We are extremely concerned about the reputation that Aqua Utilities Florida has for poor customer relations, poor water quality, brown smelly drinking water, and huge rate increases every few years. Examples of exorbitant and unexplained monthly charges for customers have been documented in news articles, and on local and national television news programs. These are not the signs of a company that should be allowed to serve more customers in Florida. A company with so many complaints and dissatisfied customers should be required to resolve the serious problems that have already come to light before entering into a bid to acquire more customers.

Harbor Hills Utility, LP, is currently involved in litigation. We believe that it would be advisable to resolve these legal disputes before an acquisition by Aqua Utilities Florida, Inc., or any other interested buyer. Indeed, we wonder if Harbor Hills Utilities has even disclosed this current litigation to the buyer or to your office.

For the reasons stated above, we respectfully request that you postpone your approval of this sale until such time as:

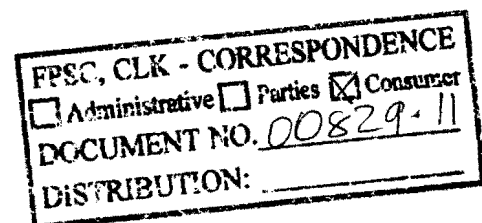
- A) all ongoing litigation has been disclosed and resolved
- B) Aqua Utilities demonstrates much improved customers relations
- C) Aqua Utilities provides quality water to its existing customer base

Sincerely

*Arthur Muns*

*Karen Muns*

Arthur and Karen Muns  
5528 Citation Ct.  
Lady Lake, FL 32159





Mr. & Mrs. Arthur Muns  
5528 Citation Ct  
Lady Lake, FL 32159-6023

DAYTONA BEACH FL 321

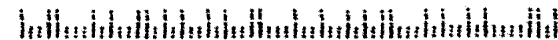
10 FEB 2011 PM 2 L



USA FIRST-CLASS FOREVER

Office of Commissions Clerk  
2540 Shumard Oak Blvd.  
Tallahassee, FL. 32399-0850

32399+0850



RECEIVED FPSC

110019-WS

Mr. and Mrs. Thomas M. Lucas  
5203 Grove Manor  
Lady Lake, FL 32159  
February 5, 2011

11 FEB 10 PM 2:25

COMM. ON  
CLERK

Office of Commission Clerk  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0850  
CC: D. Bruce May Jr.  
Holland & Knight  
315 South Calhoun St.  
Suite 315  
Tallahassee, Florida 32301

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

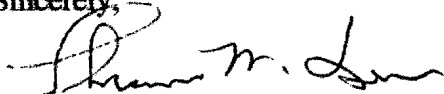
To whom it may concern:

In as much as the date of notice of intent to file application to transfer the water system of Harbor Hills Utility, LP in Lake County Florida to Aqua Utilities Florida Inc, (January 7, 2010), was post marked and received January 2011 a timely response was impossible.

However, whether or not a new notice is issued we at 5203 Grove Manor object to the transfer due to the adverse track record of Aqua Utilities as reported on several news programs posted recently. Both the cost of service and the poor customer service would be repugnant to this customer.

Let it be on record that we request you deny the application to transfer said utility.

Sincerely,



Mr. and Mrs. Thomas M. Lucas  
Homeowner

Enclosure

News posting January 28, 2011

RECEIVED

FEB 10 2011

Florida Public Service Commission  
Division of SSC

Notice Received Jan 2011

Notice of Application Approval Of Transfer Of Harbor Hills Utility, LP Utilities, L.P. Water System And Amendment Of Certificate In Lake County, Florida

Notice is hereby given on the January 7, 2010 pursuant to Section 367.071, Florida Statutes of the Application for Approval of Transfer of the Water System of Harbor Hills Utility, LP., in Lake County Florida to Aqua Utilities Florida, Inc., (AUF) and Amendment of AUF's Certificate No. 106W. Aqua does not propose to change rates pursuant to this Application. The Harbor Hills Utility, LP. water system provides service to the following described territory in Lake County, Florida:

LEGAL DESCRIPTION

The following described lands located in portions of Sections 13 & 14, Township 18 South, Range 24 East, and Sections 7 & 18, Township 18 South, Range 25 East, Lake County, Florida:

Begin at the Southeast corner of Section 12, Township 18 South, Range 24 East, for the POB; thence run North  $00^{\circ}07'21''$  West, along the East boundary of said Section 12 a distance of 66.62 feet to the centerline of Lake Griffin Road and a point on a curve having a radial bearing of North  $27^{\circ}13'16''$  West, said curve being concave Northwesterly having a radius of 615.63 feet; thence run Easterly along said centerline an arc distance of 228.02 feet, said arc having a delta of  $21^{\circ}13'18''$ , a tangent distance of 115.33 feet, a chord bearing of North  $52^{\circ}10'04''$  East and a chord distance of 226.72 feet to a point of tangency; thence run North  $41^{\circ}33'27''$  East along said centerline a distance of 403.94 feet to a point of curvature, said curve being concave Northwesterly having a radius of 1730.29 feet; thence run Northeasterly along said centerline an arc distance of 240.35 feet, said arc having a delta of  $07^{\circ}57'32''$ , a tangent distance of 120.37 feet, a chord bearing of North  $37^{\circ}34'41''$  East and a chord distance of 240.16 feet to a point of tangency; thence run North  $33^{\circ}35'55''$  East along said centerline a distance of 88.27 feet to a point of curvature, said curve being concave Southeasterly having a radius of 234.54 feet; thence run Easterly along said centerline an arc distance of 307.05 feet, said arc having a delta of  $75^{\circ}00'30''$ , a tangent distance of 180.00 feet, a chord bearing of North  $71^{\circ}06'10''$  East and a chord distance of 285.59 feet to a point of tangency; thence run South  $71^{\circ}23'35''$  East along said centerline a distance of 606.85 feet to a point of curvature, said curve being concave Northeasterly having a radius of 919.44 feet; thence run Easterly along said centerline an arc distance of 249.03 feet, said arc having a delta of  $15^{\circ}31'06''$ , a tangent distance of 125.28 feet, a chord bearing of South  $79^{\circ}09'08''$  East and a chord distance of 248.27 feet to a point of tangency; thence run South  $86^{\circ}54'41''$  East along said centerline of Lake Griffin Road a distance of 1406.31 feet to the intersection of the East line of the Southwest 1/4 of the Southwest 1/4 of Section 7, Township 18 South, Range 25 East; thence run South  $00^{\circ}08'17''$  West along said East line a distance of 72.64 feet to a point on the North boundary of the Northwest 1/4 of Section 18, Township 18 South, Range 25 East, thence run North  $89^{\circ}14'04''$  East along the North boundary of said Section 18 a distance of 207.76 feet, thence run South  $09^{\circ}02'54''$  West a distance of 1000 feet, thence run Easterly to the waters edge of Lake Griffin to point, said point to be known as Point "A"; return to the Southeast corner of said Section 12 and the point of reference, thence run South  $89^{\circ}40'50''$  West along the North

RECEIVED

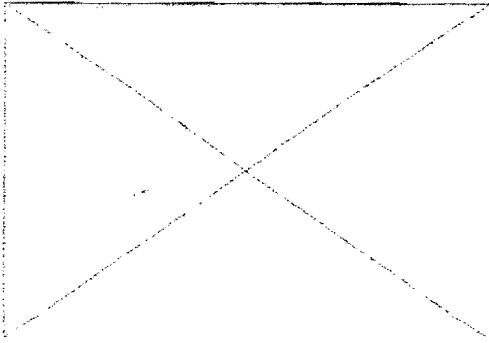
boundary of the Northeast 1/4 of said Section 13 a distance of 278.32 feet; thence continue South 89°40'50" West along said line a distance of 2374.36 feet to the North 1/4 corner of said Section 13; thence run South 89°50'32" West along the North boundary of the Northwest 1/4 of said Section 13, a distance of 1959.26 feet; thence run South 01°05'13" East along the West line of the East 1/2 of the Northwest 1/4 of the Northwest 1/4 of said Section 13 a distance of 1324.76 feet; thence run South 89°50'18" West along the South line of said Northwest 1/4 of the Northwest 1/4 of said Section 13 a distance of 329.42 feet; thence run South 01°15'47" East along the West line of the East 30 acres of the Southwest 1/4 of the Northwest 1/4 of said Section 13 a distance of 1324.85 feet; thence run North 89°50'05" East along the South line of said Southwest 1/4 of the Northwest 1/4 of said Section 13, a distance of 986.58 feet to the Southeast corner of said Southwest 1/4 of the Northwest 1/4 of said Section 13; thence run South 01°07'54" East along the West line of the East 1/2 of the Southwest 1/4 of said Section 13 a distance of 2426.57 feet; thence run South 89°54'49" East a distance of 210.00 feet; thence run South 01°07'54" East a distance of 210.00 feet to the South boundary of said Section 13; thence run North 89°54'49" West along said Southerly boundary a distance of 210.00 feet; thence run South 00°18'48" East along the West line of the East 1/2 of the Northwest 1/4 of Section 24, Township 18 South, Range 24 East, a distance of 2676.64 feet to a point on the East-West mid-section line of said Section 24; thence run South 89°55'50" East along said mid-section line a distance of 663.16 feet; thence run North 00°06'52" West a distance of 669.10 feet; thence run South 89°55'35" East a distance of 665.48 feet; thence run North 00°05'03" East a distance of 9.04 feet; thence run South 89°55'19" East a distance of 660 feet; thence run North 00°05'03" East a distance of 1997.99 feet to a point on the North boundary of said Section 24; thence run South 89°54'49" East along said North boundary line a distance of 613.85 feet; thence continue Easterly along said line to the waters edge of Lake Griffin; thence Northeasterly along the waters edge to said Point "A".

Any objections to the Application must be made in writing and filed with the Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, with a copy to D. Bruce May Jr. Holland & Knight, 315 South Calhoun Street, Suite 600, Tallahassee, FL 32301 within 30 days from the date of this Notice. The objection must state the grounds for the objection with particularity.

Aqua Utilities Florida, Inc.  
510 Highway 466  
Lady Lake, FL 32159



# Unhappy Aqua Utilities Customers Dig Own Wells



## Residents Dig Wells To Bypass Water Company

## Residents Dig Wells To Bypass Water Company

Posted: 4:09 pm EST January 28, 2011 Updated: 6:23 pm EST January 28, 2011

**LAKE COUNTY, Fla.** -- A troubled water company is causing more problems Friday. Some homeowners in Lake County told WFTV that their bills are so high, and their water is so dirty, that they're digging their own wells.

Barbara Stemm moved into the Scottish Highlands subdivision, which is serviced by Aqua Utilities, just over two years ago. But in period of a year, she said her monthly water bill rose from \$60 to more than \$190.

"I had gone through a divorce and with my income drastically dropping. I had to cut corners," Stemm said.

So she spent more than \$3,000 on a deep well. Stemm also installed a \$30 filtration system so it can be the main source of her drinking water.

It's a trend that is growing among customers of Aqua Utilities, which WFTV has reported on numerous occasions for steep rate hikes and questionable water quality.

According to Florida statute, any homeowner can switch from a utility company, even if it's a government municipality, to a water well. However, they have to get a permit.

The Lake County Environmental Health Department issues permits to its residents, and WFTV was told that permits are rarely denied.

Water well contractors said they've installed wells for dozens of Aqua Utilities customers.

However, Stemm isn't free of Aqua Utilities. She still has to pay them a \$15 monthly charge for the water meter on her property.

She's fighting to get the meter removed, but in meantime, is telling other unhappy customers that there are other options.

"Trust me, it's gonna pay for itself in a couple years time," she said.

Customers who still have Aqua Utilities could soon have to pay even more for their water bills.

Aqua Utilities wants to raise its rates again by more than 25 percent. The Public Service Commission will vote on the hike request next month.

RECEIVED

Florida Public Service Commission  
Division of RGA

Mr. Thomas M. Lucas  
5203 Grove Mnr.  
Lady Lake, FL 32159



DAYTONA BEACH FL 321

06 FEB 2011 PM 2 1



USA FIRST CLASS FOREVER

DISTRIBUTION CENTER

Office of Commission Clerk  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

RECEIVED

FEB 10 2011

Florida Service Commission  
Division of RLA

32399-0850



RECEIVED-1

11 FEB -9 AM 10:35

COMMISSION  
CLERK

39908 Sunbeam Way  
Lady Lake, FL 32159  
February 3, 2011

DISTRIBUTION CENTER  
11 FEB -7 AM 8:01

Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

110019-WS

FPSC, CLK - CORRESPONDENCE	
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO	00829-11
DISTRIBUTION	

Re: Application by Aqua Utilities (copy attached)

To: Whom it concerns:

As a resident of Harbor Hills, I am presenting my formal objection to the enclosed Application for Approval of Transfer of the Water System of Harbor Hills Utility, LP. to Aqua Utilities of Florida.

The particulars of my objections are:

1. The Notice says it "is hereby given on the January 7, 2010". The Notice gave me 30 (thirty days) to object. The Notice was received on January 12, 2011 – 370 days after the cited Notice thereby prohibiting me from responding with an objection within 30 days. I believe the Notice must be invalidated because of the date cited.
2. The Notice is extremely vague in that it fails to mention anything about surface water, potable water rates or customers affected. Harbor Hills Utilities currently provides surface water to a section of Harbor hills for a fixed monthly rate. Will that service continue under Aqua? Or is Aqua not intending to provide surface water?
3. The Notice says that Aqua do not propose to change rates pursuant to the Application but it offers no comfort that Aqua will not make an application to raise rates immediately after the Application is approved. Research shows that Aqua rates in neighboring communities are 3 to 6 times as high as the current rates charged by Harbor Hills Utilities. In fact, channel 9 news has broadcast horror stories about water quality and exorbitant rate increases that apparently the Commission has approved. This ravaging of the water consumers must be stopped before any approval is granted for the sale of Harbor Hills Utilities to Aqua.
4. The Grove at Harbor Hills has an account with Harbor Hills Utilities. The Grove has repeatedly asked Harbor Hills Utilities to send the invoice for consumption to its property manager to no avail. I want to be sure that Aqua Utilities has the capability to properly bill its consumers.
5. Harbor Hills Utilities has not invoiced The Grove since May of 2010. Will Aqua be able to correct this situation?

RECEIVED

FEB 08 2011

Florida Public Service Commission  
Division of SSC

6. In May 2010 Harbor Hills Utilities trespassed on Grove property and destroyed irrigation lines, causing serious damage to landscape owned by The Grove. The Grove has filed a claim for damages to its landscape in the Lake County courts. Has HH Utilities disclosed this? Will Aqua assume responsibility for this damage! No responsibility is noted in the Application!
7. Will Aqua provide water to Harbor Hills Golf Course? At what cost?
8. In a public meeting, Mr. Rich of Harbor Hills Utilities said that he will maintain control over surface water distribution within the Harbor Hills Community. Has there been any filing with the Commission to establish rates for this surface water from Lake Griffin? If not, that is the Commission's position on surface water rates?
9. The purchase of the Waste Management System by Aqua will clearly affect the 66 homeowners and the Harbor Hills Country Club who have never been billed for waste water treatment. The purchase by Aqua will surely result in charges for this service. At what price?

Until answers are provided to the above issues, I believe the Commission would be derelict in approving the purchase of selected Harbor Hills Utilities operations by Aqua Utilities.

Sincerely,



Ernest T. Pelikan

Cc: D. Bruce May Jr.  
Holland & Knight  
315 South Calhoun Street Suite 600  
Tallahassee, FL 32301

R. J. ...

...  
...

Received Jan 12, 2011

Notice of Application Approval Of Transfer Of Harbor Hills Utility, LP Utilities, L.P. Water System And Amendment Of Certificate In Lake County, Florida

Notice is hereby given on the January 7, 2010 pursuant to Section 367.071, Florida Statutes of the Application for Approval of Transfer of the Water System of Harbor Hills Utility, LP., in Lake County Florida to Aqua Utilities Florida, Inc., (AUF) and Amendment of AUF's Certificate No. 106W. Aqua does not propose to change rates pursuant to this Application. The Harbor Hills Utility, LP. water system provides service to the following described territory in Lake County, Florida:

LEGAL DESCRIPTION

The following described lands located in portions of Sections 13 & 14, Township 18 South, Range 24 East, and Sections 7 & 18, Township 18 South, Range 25 East, Lake County, Florida:

Begin at the Southeast corner of Section 12, Township 18 South, Range 24 East, for the POB; thence run North  $00^{\circ}07'21''$  West, along the East boundary of said Section 12 a distance of 66.62 feet to the centerline of Lake Griffin Road and a point on a curve having a radial bearing of North  $27^{\circ}13'16''$  West, said curve being concave Northwesterly having a radius of 615.63 feet; thence run Easterly along said centerline an arc distance of 228.02 feet, said arc having a delta of  $21^{\circ}13'18''$ , a tangent distance of 115.33 feet, a chord bearing of North  $52^{\circ}10'04''$  East and a chord distance of 226.72 feet to a point of tangency; thence run North  $41^{\circ}33'27''$  East along said centerline a distance of 403.94 feet to a point of curvature, said curve being concave Northwesterly having a radius of 1730.29 feet; thence run Northeasterly along said centerline an arc distance of 240.35 feet, said arc having a delta of  $07^{\circ}57'32''$ , a tangent distance of 120.37 feet, a chord bearing of North  $37^{\circ}34'41''$  East and a chord distance of 240.16 feet to a point of tangency; thence run North  $33^{\circ}35'55''$  East along said centerline a distance of 88.27 feet to a point of curvature, said curve being concave Southeasterly having a radius of 234.54 feet; thence run Easterly along said centerline an arc distance of 307.05 feet, said arc having a delta of  $75^{\circ}00'30''$ , a tangent distance of 180.00 feet, a chord bearing of North  $71^{\circ}06'10''$  East and a chord distance of 285.59 feet to a point of tangency; thence run South  $71^{\circ}23'35''$  East along said centerline a distance of 606.85 feet to a point of curvature, said curve being concave Northeasterly having a radius of 919.44 feet; thence run Easterly along said centerline an arc distance of 249.03 feet, said arc having a delta of  $15^{\circ}31'06''$ , a tangent distance of 125.28 feet, a chord bearing of South  $79^{\circ}09'08''$  East and a chord distance of 248.27 feet to a point of tangency; thence run South  $86^{\circ}54'41''$  East along said centerline of Lake Griffin Road a distance of 1406.31 feet to the intersection of the East line of the Southwest 1/4 of the Southwest 1/4 of Section 7, Township 18 South, Range 25 East; thence run South  $00^{\circ}08'17''$  West along said East line a distance of 72.64 feet to a point on the North boundary of the Northwest 1/4 of Section 18, Township 18 South, Range 25 East, thence run North  $89^{\circ}14'04''$  East along the North boundary of said Section 18 a distance of 207.76 feet, thence run South  $09^{\circ}02'54''$  West a distance of 1000 feet, thence run Easterly to the waters edge of Lake Griffin to point, said point to be known as Point "A"; return to the Southeast corner of said Section 12 and the point of reference, thence run South  $89^{\circ}40'50''$  West along the North

boundary of the Northeast 1/4 of said Section 13 a distance of 278.32 feet; thence continue South 89°40'50" West along said line a distance of 2374.36 feet to the North 1/4 corner of said Section 13; thence run South 89°50'32" West along the North boundary of the Northwest 1/4 of said Section 13, a distance of 1959.26 feet; thence run South 01°05'13" East along the West line of the East 1/2 of the Northwest 1/4 of the Northwest 1/4 of said Section 13 a distance of 1324.76 feet; thence run South 89°50'18" West along the South line of said Northwest 1/4 of the Northwest 1/4 of said Section 13 a distance of 329.42 feet; thence run South 01°15'47" East along the West line of the East 30 acres of the Southwest 1/4 of the Northwest 1/4 of said Section 13 a distance of 1324.85 feet; thence run North 89°50'05" East along the South line of said Southwest 1/4 of the Northwest 1/4 of said Section 13, a distance of 986.58 feet to the Southeast corner of said Southwest 1/4 of the Northwest 1/4 of said Section 13; thence run South 01°07'54" East along the West line of the East 1/2 of the Southwest 1/4 of said Section 13 a distance of 2426.57 feet; thence run South 89°54'49" East a distance of 210.00 feet; thence run South 01°07'54" East a distance of 210.00 feet to the South boundary of said Section 13; thence run North 89°54'49" West along said Southerly boundary a distance of 210.00 feet; thence run South 00°18'48" East along the West line of the East 1/2 of the Northwest 1/4 of Section 24, Township 18 South, Range 24 East, a distance of 2676.64 feet to a point on the East-West mid-section line of said Section 24; thence run South 89°55'50" East along said mid-section line a distance of 663.16 feet; thence run North 00°06'52" West a distance of 669.10 feet; thence run South 89°55'35" East a distance of 665.48 feet; thence run North 00°05'03" East a distance of 9.04 feet; thence run South 89°55'19" East a distance of 660 feet; thence run North 00°05'03" East a distance of 1997.99 feet to a point on the North boundary of said Section 24; thence run South 89°54'49" East along said North boundary line a distance of 613.85 feet; thence continue Easterly along said line to the waters edge of Lake Griffin; thence Northeasterly along the waters edge to said Point "A".

Any objections to the Application must be made in writing and filed with the Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, with a copy to D. Bruce May Jr. Holland & Knight, 315 South Calhoun Street, Suite 600, Tallahassee, FL 32301 within 30 days from the date of this Notice. The objection must state the grounds for the objection with particularity.

Aqua Utilities Florida, Inc.  
510 Highway 466  
Lady Lake, FL 32159



Pelikan  
39908 Sunbeam Way  
Lady Lake, FL 32159-3536

JACKSONVILLE FL 320

05 FEB 2011 PM 1 L



RECEIVED  
OFFICE OF COMMISSIONER CLERK  
2540 Shumard Oak Blvd  
Tallahassee FL 32399-0850

3239987019





February 2, 2011

Office Of The Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399 – 0850

RECEIVED-FPSC

FEB -9 AM 10:21

110019-WS

DISTRIBUTION CENTER  
11 FEB -7 AM 8:00

Reference: Application for Approval of Transfer of the Water System of Harbor Hills Utility, LP., In Lake County Florida to Aqua Utilities Florida, Incorporated and amendment of AUF's certificate number 106W. The described territory in Lake County Florida.

This correspondence is in response to a letter received from Aqua Utilities Florida Incorporated.

The purpose of this correspondence is to **OBJECT** to any transfer of Harbor Hills Utilities, LP Utilities, L.P. Water System and Amendment Of Certificate In Lake County, Florida to Aqua Utilities Florida, Incorporated

In the correspondence received from Aqua Utilities ( Copy Enclosed ) it states "Notice is hereby given on **January 7, 2010** pursuant to section 367.071 Florida statutes of the application for approval of transfer of the water system of Harbor Hills utilities etc. etc.". It also states that any objection to the application must be made in writing and filed with the office of the Commissioner of Clerk, 2540 Shumard Oak Blvd., Tallahassee, FL 32399 – 0850 within 30 days from the date of Notice. Since we did not receive this notice until the middle of **January 2011**, it would be impossible to respond within 30 days or by February 5, 2010. Whether the January 7, 2010 date was a typographical error or an intentional error, is impossible to say, but we believe that this application should be denied. If the parties want to continue the transfer, a new application should be required and new notification to all affected parties.

We believe the application should be denied on the basis of Aqua Utilities past record. We have heard some very disturbing accounts from people serviced by Aqua Utilities concerning the quality of their water and their exorbitant prices. WFTV Channel 9 in Orlando also ran a segment in their news on Aqua Utilities where some homeowners in Lake County told Channel 9 that their bills were so high and the water so dirty that they are digging their own wells. ( Attach copy obtained from Channel 9 website ) In the channel 9 news interview it was stated that their monthly water bills went from approximately \$60 per month. to more than \$190 per month.

**Objection submitted**

*Charles & Myriam Meckley*  
Charles and Myriam Meckley  
P.O. Box 1834  
Lady Lake, FL 32158 – 1834  
( Harbor Hills residents )

<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
00829-11		
DISTRIBUTION: _____		

**Copy To:**

D. Bruce May Jr.  
Holland and Knight  
315 S. Calhoun St. Suite 600  
Tallahassee, FL 32301

RECEIVED

FEB 08 2011

Florida Public Service  
Division

RECEIVED

FEB 08 2011

Florida Public Service Commission  
Division of SSC

Notice of Application Approval Of Transfer Of Harbor Hills Utility, LP Utilities, L.P. Water  
System And Amendment Of Certificate In Lake County, Florida

Notice is hereby given on the ~~January 2, 2010~~ pursuant to Section 367.071, Florida Statutes of the Application for Approval of Transfer of the Water System of Harbor Hills Utility, LP., in Lake County Florida to Aqua Utilities Florida, Inc., (AUF) and Amendment of AUF's Certificate No. 106W. Aqua does not propose to change rates pursuant to this Application. The Harbor Hills Utility, LP. water system provides service to the following described territory in Lake County, Florida:

LEGAL DESCRIPTION

The following described lands located in portions of Sections 13 & 14, Township 18 South, Range 24 East, and Sections 7 & 18, Township 18 South, Range 25 East, Lake County, Florida:

Begin at the Southeast corner of Section 12, Township 18 South, Range 24 East, for the POB; thence run North  $00^{\circ}07'21''$  West, along the East boundary of said Section 12 a distance of 66.62 feet to the centerline of Lake Griffin Road and a point on a curve having a radial bearing of North  $27^{\circ}13'16''$  West, said curve being concave Northwesterly having a radius of 615.63 feet; thence run Easterly along said centerline an arc distance of 228.02 feet, said arc having a delta of  $21^{\circ}13'18''$ , a tangent distance of 115.33 feet, a chord bearing of North  $52^{\circ}10'04''$  East and a chord distance of 226.72 feet to a point of tangency; thence run North  $41^{\circ}33'27''$  East along said centerline a distance of 403.94 feet to a point of curvature, said curve being concave Northwesterly having a radius of 1730.29 feet; thence run Northeasterly along said centerline an arc distance of 240.35 feet, said arc having a delta of  $07^{\circ}57'32''$ , a tangent distance of 120.37 feet, a chord bearing of North  $37^{\circ}34'41''$  East and a chord distance of 240.16 feet to a point of tangency; thence run North  $33^{\circ}35'55''$  East along said centerline a distance of 88.27 feet to a point of curvature, said curve being concave Southeasterly having a radius of 234.54 feet; thence run Easterly along said centerline an arc distance of 307.05 feet, said arc having a delta of  $75^{\circ}00'30''$ , a tangent distance of 180.00 feet, a chord bearing of North  $71^{\circ}06'10''$  East and a chord distance of 285.59 feet to a point of tangency; thence run South  $71^{\circ}23'35''$  East along said centerline a distance of 606.85 feet to a point of curvature, said curve being concave Northeasterly having a radius of 919.44 feet; thence run Easterly along said centerline an arc distance of 249.03 feet, said arc having a delta of  $15^{\circ}31'06''$ , a tangent distance of 125.28 feet, a chord bearing of South  $79^{\circ}09'08''$  East and a chord distance of 248.27 feet to a point of tangency; thence run South  $86^{\circ}54'41''$  East along said centerline of Lake Griffin Road a distance of 1406.31 feet to the intersection of the East line of the Southwest 1/4 of the Southwest 1/4 of Section 7, Township 18 South, Range 25 East; thence run South  $00^{\circ}08'17''$  West along said East line a distance of 72.64 feet to a point on the North boundary of the Northwest 1/4 of Section 18, Township 18 South, Range 25 East, thence run North  $89^{\circ}14'04''$  East along the North boundary of said Section 18 a distance of 207.76 feet, thence run South  $09^{\circ}02'54''$  West a distance of 1000 feet, thence run Easterly to the waters edge of Lake Griffin to point, said point to be known as Point "A"; return to the Southeast corner of said Section 12 and the point of reference, thence run South  $89^{\circ}40'50''$  West along the North

boundary of the Northeast 1/4 of said Section 13 a distance of 278.32 feet; thence continue South 89°40'50" West along said line a distance of 2374.36 feet to the North 1/4 corner of said Section 13; thence run South 89°50'32" West along the North boundary of the Northwest 1/4 of said Section 13, a distance of 1959.26 feet; thence run South 01°05'13" East along the West line of the East 1/2 of the Northwest 1/4 of the Northwest 1/4 of said Section 13 a distance of 1324.76 feet; thence run South 89°50'18" West along the South line of said Northwest 1/4 of the Northwest 1/4 of said Section 13 a distance of 329.42 feet; thence run South 01°15'47" East along the West line of the East 30 acres of the Southwest 1/4 of the Northwest 1/4 of said Section 13 a distance of 1324.85 feet; thence run North 89°50'05" East along the South line of said Southwest 1/4 of the Northwest 1/4 of said Section 13, a distance of 986.58 feet to the Southeast corner of said Southwest 1/4 of the Northwest 1/4 of said Section 13; thence run South 01°07'54" East along the West line of the East 1/2 of the Southwest 1/4 of said Section 13 a distance of 2426.57 feet; thence run South 89°54'49" East a distance of 210.00 feet; thence run South 01°07'54" East a distance of 210.00 feet to the South boundary of said Section 13; thence run North 89°54'49" West along said Southerly boundary a distance of 210.00 feet; thence run South 00°18'48" East along the West line of the East 1/2 of the Northwest 1/4 of Section 24, Township 18 South, Range 24 East, a distance of 2676.64 feet to a point on the East-West mid-section line of said Section 24; thence run South 89°55'50" East along said mid-section line a distance of 663.16 feet; thence run North 00°06'52" West a distance of 669.10 feet; thence run South 89°55'35" East a distance of 665.48 feet; thence run North 00°05'03" East a distance of 9.04 feet; thence run South 89°55'19" East a distance of 660 feet; thence run North 00°05'03" East a distance of 1997.99 feet to a point on the North boundary of said Section 24; thence run South 89°54'49" East along said North boundary line a distance of 613.85 feet; thence continue Easterly along said line to the waters edge of Lake Griffin; thence Northeasterly along the waters edge to said Point "A".

Any objections to the Application must be made in writing and filed with the Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, with a copy to D. Bruce May Jr. Holland & Knight, 315 South Calhoun Street, Suite 600, Tallahassee, FL 32301 within 30 days from the date of this Notice. The objection must state the grounds for the objection with particularity.

Aqua Utilities Florida, Inc.  
510 Highway 466  
Lady Lake, FL 32159

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

Address Service Requested



T5 P1 549 506

0838

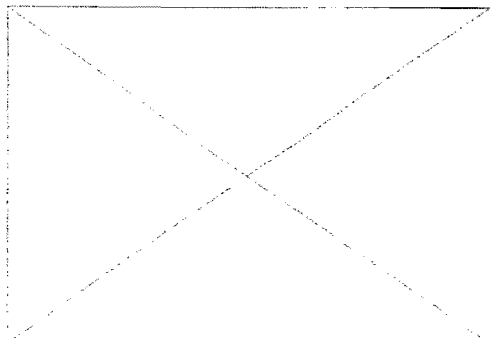
MECKLEY, CHARLES AND MYRIAM

PO BOX 1834

LADY LAKE FL 32158-1834

FIRST CLASS  
U.S. Postage  
PAID  
Permit #1040  
Leesburg, FL  
34748

# Unhappy Aqua Utilities Customers Dig Own Wells



## **Residents Dig Wells To Bypass Water Company**

## **Residents Dig Wells To Bypass Water Company**

Posted: 4:09 pm EST January 28, 2011 Updated: 6:23 pm EST January 28, 2011

**LAKE COUNTY, Fla.** -- A troubled water company is causing more problems Friday. Some homeowners in Lake County told WFTV that their bills are so high, and their water is so dirty, that they're digging their own wells.

Barbara Stemm moved into the Scottish Highlands subdivision, which is serviced by Aqua Utilities, just over two years ago. But in period of a year, she said her monthly water bill rose from \$60 to more than \$190.

"I had gone through a divorce and with my income drastically dropping. I had to cut corners," Stemm said. So she spent more than \$3,000 on a deep well. Stemm also installed a \$30 filtration system so it can be the main source of her drinking water.

It's a trend that is growing among customers of Aqua Utilities, which WFTV has reported on numerous occasions for steep rate hikes and questionable water quality.

According to Florida statute, any homeowner can switch from a utility company, even if it's a government municipality, to a water well. However, they have to get a permit.

The Lake County Environmental Health Department issues permits to its residents, and WFTV was told that permits are rarely denied.

Water well contractors said they've installed wells for dozens of Aqua Utilities customers.

However, Stemm isn't free of Aqua Utilities. She still has to pay them a \$15 monthly charge for the water meter on her property.

She's fighting to get the meter removed, but in meantime, is telling other unhappy customers that there are other options.

"Trust me, it's gonna pay for itself in a couple years time," she said.

Customers who still have Aqua Utilities could soon have to pay even more for their water bills.

Aqua Utilities wants to raise its rates again by more than 25 percent. The Public Service Commission will vote on the hike request next month.

Richard G. & Lissante P. Botsko  
39120 Harbor Hills Boulevard  
Lady Lake, Florida 32159

RECEIVED-FPSC

11 FEB -9 AM 8:11

February 7, 2011  
COMMISSION  
CLERK

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION: _____		

Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, Fl. 32399-0850

110019-WS

RE: Notice of Application for Approval of Transfer of Harbor Hills Utility, LP Utilities  
L.P. Water System and Amendment of Certificate in Lake County, Florida  
Harbor Hills Utility, LP in Lake County Florida to Aqua Utilities Florida, Inc.  
(Copy attached, Notice dated January 7, 2010,  
Envelope postmarked January 10, 2011)

Gentlemen:

The undersigned hereby object to the afore cited application, (copy enclosed) and respectfully request, suggest and demand that said application be denied, not approved, without prejudice with the provision that the application may be resubmitted at a later date, not sooner than February 7, 2012, (one year from February 7, 2011).

Denial of the application will give the consumers, parties served by this Utility, the opportunity to become informed regarding the subject transfer. This additional time is appropriate, in that the consumers, rate-payers have not been properly informed in a timely manner regarding an event that will dramatically impact on their environmental and economic well-being. This additional time will allow alternatives to the proposed takeover to be considered by all the parties, and in particular the consumers, rate-payers.

Specifics to the objection are:

Harbor Hills Utility, LP, and none of the affiliated entities cited in the application did not inform the affected rate-payers of the impending transfer. The contract of sales is dated March 31, 2010, with an indicated earlier date of September 2009.

Harbor Hills Utility, LP and the affiliated entities, in particular the Managing Partner, H.H.C.C. Inc., and Michael Rich, who is a Chief Executive Officer of these entities and the President of the Harbor Hills Homeowners Association board of directors, may have had an obligation to inform in a timely manner the Homeowners, (members of the Harbor Hills Homeowners Association) of these negotiations. The absence of such information has denied the Homeowners (rate-payers) the opportunity to consider alternatives that may be more attractive and beneficial to the Utility and the community.

February 7, 2011

Potential Conceptual Alternatives (not necessarily all inclusive) that could have been considered are:

Formation of a consortium of investors from the Harbor Hills Community to finance the acquisition of the Utility:

Example:

1) 400 investors at \$3,000 per investor in capital stock or debt instruments:

Capital raised	\$1,200,000.
----------------	--------------

Buy out existing ownership	\$ 650,000.
----------------------------	-------------

Legal and FPC expenses	\$ 50,000.
------------------------	------------

Capital infusion into the Utility	\$ 500,000.
-----------------------------------	-------------


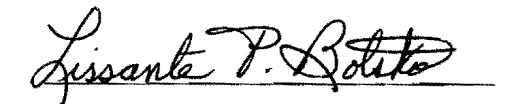
Total Capital Applied	\$1,200,000.
-----------------------	--------------

2) Creation of a special district for rate-payer's ownership of the Utility. This could be financed by amortization in the rate structure.

3) Other creative alternatives may be available had the concerned parties been timely informed of the Utility transfer.

Further objection is made in that there is no listing of negotiations with any other entity other than Aqua. There may be other utilities that are better equipped to serve the needs of the Harbor Hills Community.

Respectfully signed as rate-payers and consumers served by the above subject Utility.

Enc: Notice of Application

CC: D. Bruce May Jr. Holland and Knight, 315 South Calhoun St., Suite, 600  
Tallahassee, Fl. 32301



Notice of Application Approval Of Transfer Of Harbor Hills Utility, LP Utilities, L.P. Water  
System And Amendment Of Certificate In Lake County, Florida

Notice is hereby given on the January 7, 2010 pursuant to Section 367.071, Florida Statutes of the Application for Approval of Transfer of the Water System of Harbor Hills Utility, LP., in Lake County Florida to Aqua Utilities Florida, Inc., (AUF) and Amendment of AUF's Certificate No. 106W. Aqua does not propose to change rates pursuant to this Application. The Harbor Hills Utility, LP. water system provides service to the following described territory in Lake County, Florida:

LEGAL DESCRIPTION

The following described lands located in portions of Sections 13 & 14, Township 18 South, Range 24 East, and Sections 7 & 18, Township 18 South, Range 25 East, Lake County, Florida:

Begin at the Southeast corner of Section 12, Township 18 South, Range 24 East, for the POB; thence run North 00°07'21" West, along the East boundary of said Section 12 a distance of 66.62 feet to the centerline of Lake Griffin Road and a point on a curve having a radial bearing of North 27°13'16" West, said curve being concave Northwesterly having a radius of 615.63 feet; thence run Easterly along said centerline an arc distance of 228.02 feet, said arc having a delta of 21°13'18", a tangent distance of 115.33 feet, a chord bearing of North 52°10'04" East and a chord distance of 226.72 feet to a point of tangency; thence run North 41°33'27" East along said centerline a distance of 403.94 feet to a point of curvature, said curve being concave Northwesterly having a radius of 1730.29 feet; thence run Northeasterly along said centerline an arc distance of 240.35 feet, said arc having a delta of 07°57'32", a tangent distance of 120.37 feet, a chord bearing of North 37°34'41" East and a chord distance of 240.16 feet to a point of tangency; thence run North 33°35'55" East along said centerline a distance of 88.27 feet to a point of curvature, said curve being concave Southeasterly having a radius of 234.54 feet; thence run Easterly along said centerline an arc distance of 307.05 feet, said arc having a delta of 75°00'30", a tangent distance of 180.00 feet, a chord bearing of North 71°06'10" East and a chord distance of 285.59 feet to a point of tangency; thence run South 71°23'35" East along said centerline a distance of 606.85 feet to a point of curvature, said curve being concave Northeasterly having a radius of 919.44 feet; thence run Easterly along said centerline an arc distance of 249.03 feet, said arc having a delta of 15°31'06", a tangent distance of 125.28 feet, a chord bearing of South 79°09'08" East and a chord distance of 248.27 feet to a point of tangency; thence run South 86°54'41" East along said centerline of Lake Griffin Road a distance of 1406.31 feet to the intersection of the East line of the Southwest 1/4 of the Southwest 1/4 of Section 7, Township 18 South, Range 25 East; thence run South 00°08'17" West along said East line a distance of 72.64 feet to a point on the North boundary of the Northwest 1/4 of Section 18, Township 18 South, Range 25 East, thence run North 89°14'04" East along the North boundary of said Section 18 a distance of 207.76 feet, thence run South 09°02'54" West a distance of 1000 feet, thence run Easterly to the waters edge of Lake Griffin to point, said point to be known as Point "A"; return to the Southeast corner of said Section 12 and the point of reference, thence run South 89°40'50" West along the North

boundary of the Northeast 1/4 of said Section 13 a distance of 278.32 feet; thence continue South 89°40'50" West along said line a distance of 2374.36 feet to the North 1/4 corner of said Section 13; thence run South 89°50'32" West along the North boundary of the Northwest 1/4 of said Section 13, a distance of 1959.26 feet; thence run South 01°05'13" East along the West line of the East 1/2 of the Northwest 1/4 of the Northwest 1/4 of said Section 13 a distance of 1324.76 feet; thence run South 89°50'18" West along the South line of said Northwest 1/4 of the Northwest 1/4 of said Section 13 a distance of 329.42 feet; thence run South 01°15'47" East along the West line of the East 30 acres of the Southwest 1/4 of the Northwest 1/4 of said Section 13 a distance of 1324.85 feet; thence run North 89°50'05" East along the South line of said Southwest 1/4 of the Northwest 1/4 of said Section 13, a distance of 986.58 feet to the Southeast corner of said Southwest 1/4 of the Northwest 1/4 of said Section 13; thence run South 01°07'54" East along the West line of the East 1/2 of the Southwest 1/4 of said Section 13 a distance of 2426.57 feet; thence run South 89°54'49" East a distance of 210.00 feet; thence run South 01°07'54" East a distance of 210.00 feet to the South boundary of said Section 13; thence run North 89°54'49" West along said Southerly boundary a distance of 210.00 feet; thence run South 00°18'48" East along the West line of the East 1/2 of the Northwest 1/4 of Section 24, Township 18 South, Range 24 East, a distance of 2676.64 feet to a point on the East-West mid-section line of said Section 24; thence run South 89°55'50" East along said mid-section line a distance of 663.16 feet; thence run North 00°06'52" West a distance of 669.10 feet; thence run South 89°55'35" East a distance of 665.48 feet; thence run North 00°05'03" East a distance of 9.04 feet; thence run South 89°55'19" East a distance of 660 feet; thence run North 00°05'03" East a distance of 1997.99 feet to a point on the North boundary of said Section 24; thence run South 89°54'49" East along said North boundary line a distance of 613.85 feet; thence continue Easterly along said line to the waters edge of Lake Griffin; thence Northeasterly along the waters edge to said Point "A".

Any objections to the Application must be made in writing and filed with the Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, with a copy to D. Bruce May Jr. Holland & Knight, 315 South Calhoun Street, Suite 600, Tallahassee, FL 32301 within 30 days from the date of this Notice. The objection must state the grounds for the objection with particularity.

Aqua Utilities Florida, Inc.  
510 Highway 466  
Lady Lake, FL 32159

RECEIVED-FPSC

11 FEB -9 AM 8:10

Office of Commissions Clerk  
2540 Shumard Oak Blvd.  
Tallahassee, Fl. 32399-0850

COMMISSION  
CLERK

2/7/11

Re: Aqua Utilities Florida Inc.'s Application for  
Approval of Transfer of Harbor Hills Utility,  
LP Water System and Amendment of  
Certificate in Lake County, Florida

110019-WS

Commissioners:

Please delay the sale of Harbor Hills Utility, LP to Aqua Utilities Florida, Inc. We are among the hundreds of residents in Harbor Hills who will be affected by this sale.

Harbor Hills Utility, LP is currently in litigation. We believe that it would be advisable to resolve these legal disputes before an aquisition takes place. We also question whether Harbor Hills Utilities has even disclosed this current litigation to the buyer or your office.

Also, we were never informed about this aquisition until about a month ago. We thought that we had to right to voice our objection to this transfer before it went though. We have not been given "due process" in this legal proceeding.

Thank you,  
*David Campbell* & *Natalie Win*

Natalie Win  
David Campbell  
6113 Landings Blvd.  
Lady Lake, Fl. 32158

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00829-11</u>		
DISTRIBUTION: _____		

Campbell / Win  
P.O. Box 1914  
Lady Lake, Florida  
32158

DAYTONA BEACH FL 321

07 FEB 2011 PM 2 T

DISTRIBUTION CENTER

11 FEB -9 AM 7:08



USA FIRST-CLASS FOREVER

Office of Commissions Clerk  
2540 Shumans Oak Blvd.  
Tallahassee, Florida  
32399-0850

32399-0850



To: Office of Commissions Clerk, Florida Public Service Commission  
February 3, 2011

110019-WS  
from: Nicholson

RECEIVED-FPSC

ROBERT V. NICHOLSON  
MARGARET D. NICHOLSON  
6201 Topsail Rd.  
Lady Lake, Fl. 32159  
352 787 1232

11 FEB -9 AM 8:09

COMMISSION  
CLERK

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00829-11		
DISTRIBUTION:		

February 3, 2011

Office of Commissions Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, Fl. 32399-0850

**Re: Notice of Application for Approval of Transfer and Application for Original Certificate for an Existing Wastewater System Requesting Initial Rates and Charges Harbor Hills Utility, LP in Lake County Florida to Aqua Utilities Florida, Inc. (Copy attached, Notice dated January 7, 2010, envelope postmarked January 10, 2011)**

Gentlemen:

Please attach the following addendum to our February 2, 2011 letter of objection.

The undersigned hereby object to the afore cited application, (copy enclosed) and respectfully request, suggest and demand that said application be denied, not approved, without prejudice with the provision that the application may be resubmitted at a later date, not sooner than February 6, 2012, (one year from February 6, 2011).

Examination of the Application within the limited time available exposes a gross and significant error in calculations. This error results in a gross distortion of the "Proposed Residential Bill at 5,000 gallons \$40.99" as set forth in the attached exhibit which I have identified as page 40 of the application.

The error occurs in the attached exhibit which I have identified as page 42 of the Application. The subject exhibit projects an annual increase in ERCs for each year, 2011 – 2015. There is no evidence to support these projections. To the contrary, economic forecasts indicate no increase in ERC's for this time frame.

The forecast of 131 ERC's for 2014, and 148 ERC's for 2015 is an overstatement of 68% for 2014, and an overstatement of 90% for 2015. The more economically sound and evidentiary logical projection is that there will be no increase in ERCs during the subject period.

The above cited un-defendable errors in projections, result in an erroneous presentation of a Proposed Residential Bill for 2014 as set forth in the attached exhibit. The overstatement of ERCs results in an understatement of the "Gallonge Charge" as stated in this exhibit.

The correction of these errors translates into the following corrected restatement and demonstrated understatement of the "Proposed Residential Bill at 5,000 gallons \$40.99"

<b>Aqua Utilities Florida, Inc.</b>	<b>As stated in</b>
<b>Docket #</b>	<b>Application</b>
<b>Harbor Hills Wastewater</b>	
<b>BFC allocation of 50% per AUF Final Order</b>	<b>\$32,581.59</b>
<b>ERCS IN 2014</b>	<b>1,776</b>
<b>Base Facility Charge</b>	<b>\$18.35</b>
<b>Gallonge allocation at 50%</b>	<b>\$32,581.59</b>
<b>Gallons in 2014</b>	<b>7,195.49</b>
<b>Gallonge Charge</b>	<b>\$ 4.53</b>
<b>Proposed Residential Bill at 5,000 gallons</b>	<b>\$ 40.99</b>

<b>MONTHLY BILL:</b>		<b>Indicated corrections</b>	<b>Indicated as Corrected</b>
<b>Proposed Residential Bill at 5,000 gallons</b>	<b>\$ 40.99</b>		
<b>Less Base Facility Charge</b>	<b>\$ 18.35</b>		<b>\$ 18.35</b>
<b>Gallonge Charge</b>	<b>\$ 22.64</b>	<b>\$22.64 x 168% =</b>	<b>\$ 38.04</b>
<b>Corrected Residential Bill at 5,000 gallons</b>			<b>\$ 56.39</b>

Denial of the application will give the consumers, parties served by this utility, the opportunity to become informed regarding the subject transfer. This additional time is appropriate, in that the consumers, rate-payers have not been properly informed in a timely manner regarding an event that will dramatically impact on their environmental and economic well-being. This additional time will allow alternatives to the proposed takeover to be considered by all the parties, and in particular the consumers, rate-payers, and provide the opportunity for expert independent review thereof.

**To: Office of Commissions Clerk, Florida Public Service Commission**

**February 3, 2011**

**from: Nicholson**

**Respectfully signed as rate-payers and consumers served by the  
above subject Utility.**

---

**Robert V. Nicholson**

---

**Margaret D. Nicholson**

**Enc: Notice of Application**


**Copy: D. Bruce May Jr. Holland & Knight, 315 South Calhoun St., Suite 600,  
Tallahassee, Fl. 32301.**




To: Office of Commissions Clerk, Florida Public Service Commission  
February 3, 2011

from: Nicholson

Respectfully signed as rate-payers and consumers served by the  
above subject Utility.

  
Robert V. Nicholson

  
Margaret D. Nicholson

Enc: Notice of Application

Copy: D. Bruce May Jr. Holland & Knight, 315 South Calhoun St., Suite 600,  
Tallahassee, FL 32301.

**Notice of Application for Approval of Transfer and Application for Original Certificate for an Existing Wastewater System Requesting Initial Rates and Charges**

Notice is hereby given on the January 7, 2010 pursuant to Section 367.071, Florida Statutes of the Application for Approval of Application for Approval of Transfer Harbor Hills Utility, LP in Lake County Florida to Aqua Utilities Florida, Inc., (Aqua); Application for Original Certificate for an Existing Wastewater System Requesting Initial Rates and Charges and Amendments of Certificates. AUF is proposing the Commission approve initial wastewater service rates.

The Harbor Hills wastewater system provides service to the following described territory in Lake County, Florida:

**LEGAL DESCRIPTION:**

THE FOLLOWING DESCRIBED LANDS LOCATED IN PORTIONS OF SECTION 13, TOWNSHIP 18 SOUTH, RANGE 24 EAST, AND SECTIONS 7 & 18, TOWNSHIP 18 SOUTH, RANGE 25 EAST, LAKE COUNTY, FLORIDA:

BEGIN AT THE SOUTHEAST CORNER OF SECTION 12, TOWNSHIP 18 SOUTH, RANGE 24 EAST, FOR THE POB; THENCE RUN NORTH 00°07'21" WEST, ALONG THE EAST BOUNDARY OF SAID SECTION 12 A DISTANCE OF 66.62 FEET TO THE CENTERLINE OF LAKE GRIFFIN ROAD AND A POINT ON A CURVE HAVING A RADIAL BEARING OF NORTH 27°13'16" WEST, SAID CURVE BEING CONCAVE NORTHWESTERLY HAVING A RADIUS OF 615.63 FEET; THENCE RUN EASTERLY ALONG SAID CENTERLINE AN ARC DISTANCE OF 228.02 FEET, SAID ARC HAVING A DELTA OF 2113'18", A TANGENT DISTANCE OF 115.33 FEET, A CHORD BEARING OF NORTH 52°10'04" EAST AND A CHORD DISTANCE OF 226.72 FEET TO A POINT OF TANGENCY; THENCE RUN NORTH 4133'27" EAST ALONG SAID CENTERLINE A DISTANCE OF 403.94 FEET TO A POINT OF CURVATURE, SAID CURVE BEING CONCAVE NORTHWESTERLY HAVING A RADIUS OF 1730.29 FEET; THENCE RUN NORTHEASTERLY ALONG SAID CENTERLINE AN ARC DISTANCE OF 240.35 FEET, SAID ARC HAVING A DELTA OF 07°57'32", A TANGENT DISTANCE OF 120.37 FEET, A CHORD BEARING OF NORTH 37°34'41" EAST AND A CHORD DISTANCE OF 240.16 FEET TO A POINT OF TANGENCY; THENCE RUN NORTH 33°35'55" EAST ALONG SAID CENTERLINE A DISTANCE OF 88.27 FEET TO A POINT OF CURVATURE, SAID CURVE BEING CONCAVE SOUTHEASTERLY HAVING A RADIUS OF 234.54 FEET; THENCE RUN EASTERLY ALONG SAID CENTERLINE AN ARC DISTANCE OF 307.05 FEET, SAID ARC HAVING A DELTA OF 75°00'30", A TANGENT DISTANCE OF 180.00 FEET, A CHORD BEARING OF NORTH 71°06'10" EAST AND A CHORD DISTANCE OF 285.59 FEET TO A POINT OF TANGENCY; THENCE RUN SOUTH 71°23'35" EAST ALONG SAID CENTERLINE A DISTANCE OF 606.85 FEET TO A POINT OF CURVATURE, SAID CURVE BEING CONCAVE NORTHEASTERLY HAVING A RADIUS OF

919.44 FEET; THENCE RUN EASTERLY ALONG SAID CENTERLINE AN ARC DISTANCE OF 249.03 FEET, SAID ARC HAVING A DELTA OF 15°31'06", A TANGENT DISTANCE OF 125.28 FEET, A CHORD BEARING OF SOUTH 79°09'08" EAST AND A CHORD DISTANCE OF 248.27 FEET TO A POINT OF TANGENCY; THENCE RUN SOUTH 54°48'39" EAST A DISTANCE OF 221.30'; THENCE RUN SOUTH 35°11'21" WEST A DISTANCE OF 2009.33'; THENCE RUN NORTH 51°43'05" WEST A DISTANCE OF 422.00'; THENCE RUN SOUTH 89°55'26" WEST A DISTANCE OF 400.37' TO A POINT ON THE EAST BOUNDARY OF SECTION 13; THENCE RUN NORTH 00°04'34" WEST ALONG THE EAST BOUNDARY OF SECTION 13 A DISTANCE OF 165.41'; THENCE RUN NORTH 89°58'35" WEST A DISTANCE OF 526.35'; THENCE RUN NORTH 66°26'23" WEST A DISTANCE OF 357.90'; THENCE RUN NORTH 00°01'25" EAST A DISTANCE OF 634.92' TO A POINT ON THE SOUTH BOUNDARY OF SECTION 12; THENCE RUN NORTH 89°40'50" EAST ALONG THE SOUTH BOUNDARY OF SECTION 12 TO THE POINT OF BEGINNING.

Any objections to the Application must be made in writing and filed with the Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, with a copy to D. Bruce May Jr. Holland & Knight, 315 South Calhoun Street, Suite 600, Tallahassee, FL 32301 within 30 days from the date of this Notice. The objection must state the grounds for the objection with particularity.

Aqua Utilities Florida, Inc.  
510 Highway 466  
Lady Lake, FL 32159

Robert v. Nicholson  
Margaret D. Nicholson  
6201 Topsail Rd.  
Lady Lake, Fl. 32159

**CERTIFIED MAIL™**



7009 1410 0000 5521 6944



UNITED STATES  
POSTAL SERVICE



1000

32399

U.S. POSTAGE  
PAID  
LADY LAKE, FL  
32159  
FEB 03 11  
AMOUNT

**\$5.71**

00017337-05

Office of Commissions Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, Fl. 32399-0850

RETURN RECEIPT  
REQUESTED

RETURN RECEIPT  
REQUESTED

323990850 0001



RECEIVED-FPSC  
**APPLEBAUM**  
6229 Topsail Road Lady Lake, FL 32159  
11 FEB -8 AM 8:23

DISTRIBUTION CENTER  
11 FEB -8 AM 7:12

FPSC, CLK - CORRESPONDENCE  
☐ Administrative ☐ Parties ☒ Consumer  
DOCUMENT NO. 00829-11  
DISTRIBUTION: \_\_\_\_\_

Office of Commissions Clerk  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

February 5, 2011

Re: Docket # 110019-WS Aqua Utilities Florida Inc.'s Application for Approval of Transfer of Harbor Hills Utility, LP Water System and Amendment of Certificate in Lake County, Florida

Commissioners:

Please delay the sale of Harbor Hills Utility, LP to Aqua Utilities Florida, Inc. We are among the hundreds of residents in Harbor Hills who will be affected by this sale. We are extremely concerned about the reputation that Aqua Utilities Florida has for poor customer relations, poor water quality, brown smelly drinking water, and huge rate increases every few years. Examples of exorbitant and unexplained monthly charges for customers have been documented in news articles, and on local and national television news programs. These are not the signs of a company that should be allowed to serve more customers in Florida. A company with so many complaints and dissatisfied customers should instead be required to resolve the serious problems that have already come to light before entering into a bid to acquire more customers.

Harbor Hills Utility, LP, is currently involved in litigation. We believe that it would be advisable to resolve these legal disputes before an acquisition by Aqua Utilities Florida, Inc., or any other interested buyer. Indeed, we wonder if Harbor Hills Utilities has even disclosed this current litigation to the buyer or to your office.

For the reasons stated above, we respectfully request that you postpone your approval of this sale until such time as:

- A) all ongoing litigation has been disclosed and resolved
- B) Aqua Utilities demonstrates much improved customer relations
- C) Aqua Utilities provides quality water to its existing customer base

Sincerely,

*Mary E. Applebaum* *Edmund M. Applebaum*

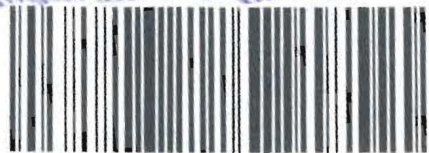
Mary E. Applebaum and Edmund M. Applebaum  
6229 Topsail Rd.  
Lady Lake, FL 32159





Ms. Mary Applebaum  
6229 Topsail Rd.  
Lady Lake, FL 32159

**RETURN RECEIPT  
REQUESTED**



7007 1490 0000 9323 4304



1006

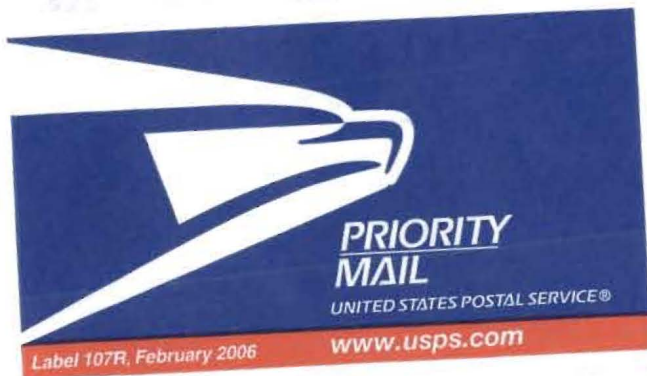


32399

U.S. POSTAGE  
PAID  
LADY LAKE, FL  
32159  
FEB 05, 11  
AMOUNT

**\$10.20**

00015636-28



Office of Commissions Clerk  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

To: Office of Commissions Clerk, Florida Public Service Commission  
February 2, 2011

from: Nicholson

RECEIVED-FPSC

ROBERT V. NICHOLSON  
MARGARET D. NICHOLSON - 7 AM 8:33  
6201 Topsail Rd.  
Lady Lake, Fl. 32159  
352 787 1232

COMMISSION  
CLERK

February 2, 2011

Office of Commissions Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, Fl. 32399-0850

FPSC, CLK - CORRESPONDENCE  
Administrative Parties Consumer  
DOCUMENT NO. 00829-11  
DISTRIBUTION: \_\_\_\_\_

11 FEB  
AM 7:41  
COMMUNICATIONS CENTER

Re: Notice of Application for Approval of Transfer Of Harbor Hills Utility, LP Utilities, L.P. Water System and Amendment of Certificate in Lake County, Florida Harbor Hills Utility, LP in Lake County Florida to Aqua Utilities Florida, Inc. (Copy attached, Notice dated January 7, 2010, Envelope postmarked January 10, 2011)

Gentlemen:

The undersigned hereby object to the afore cited application, (copy enclosed) and respectfully request, suggest and demand that said application be denied, not approved, without prejudice with the provision that the application may be resubmitted at a later date, not sooner than February 6, 2012, (one year from February 6, 2011).

Denial of the application will give the consumers, parties served by this utility, the opportunity to become informed regarding the subject transfer. This additional time is appropriate, in that the consumers, rate-payers have not been properly informed in a timely manner regarding an event that will dramatically impact on their environmental and economic well-being. This additional time will allow alternatives to the proposed takeover to be considered by all the parties, and in particular the consumers, rate-payers.

Specifics to the objection are:

Harbor Hills Utility, LP, and none of the affiliated entities cited in the application did not inform the affected rate-payers of the impending transfer. The contract of sale is dated March 31, 2010, with and indicated earlier date of September 2009.



Harbor Hills Utility, LP and the affiliated entities, in particular the Managing Partner, H.H.C.C. Inc., and Michael Rich, who is a chief executive officer of these entities and the President of the Harbor Hills Homeowners Association board of directors, may have had an obligation to inform in a timely manner the Homeowners, (members of the Harbor Hills Homeowners Association) of these negotiations. The absence of such information has denied the Homeowners (rate payers) the opportunity to consider alternatives that may be more attractive and beneficial to the Utility and the community.

Potential Conceptual Alternatives (not necessarily all inclusive) that could have been considered are:

Formation of a consortium of investors from the Harbor Hills Community to finance the acquisition of the Utility:

Example:

1) 400 investors at \$3,000 per investor in capital stock or debt instruments:

Capital raised	<u>\$1,200,000</u>
Buy out existing ownership	\$ 650,000
Legal and FPC expenses	\$ 50,000
Capital infusion into the Utility	<u>\$ 500,000</u>
Total Capital Applied	<u>\$1,200,000</u>

2) Creation of a special district for rate-payer's ownership of the Utility.

This could be financed by debt instruments (possibly tax exempt) retired by amortization in the rate structure.

3) Other creative alternatives may be available had the concerned parties been timely informed of the Utility transfer.

Further objection is made in that there is no listing of negotiations with any other entity other than Aqua that could be better equipped to serve the needs of the Harbor Hills community.

Respectfully signed as rate-payers and consumers served by the above subject Utility.

  
Robert V. Nicholson

  
Margaret D. Nicholson

Enc: Notice of Application

Copy: D. Bruce May Jr. Holland & Knight, 315 South Calhoun St., Suite 600,  
Tallahassee, Fl. 32301.

Notice of Application Approval Of Transfer Of Harbor Hills Utility, LP Utilities, L.P. Water  
System And Amendment Of Certificate In Lake County, Florida

Notice is hereby given on the January 7, 2010 pursuant to Section 367.071, Florida Statutes of the Application for Approval of Transfer of the Water System of Harbor Hills Utility, LP., in Lake County Florida to Aqua Utilities Florida, Inc., (AUF) and Amendment of AUF's Certificate No. 106W. Aqua does not propose to change rates pursuant to this Application. The Harbor Hills Utility, LP. water system provides service to the following described territory in Lake County, Florida:

LEGAL DESCRIPTION

The following described lands located in portions of Sections 13 & 14, Township 18 South, Range 24 East, and Sections 7 & 18, Township 18 South, Range 25 East, Lake County, Florida:

Begin at the Southeast corner of Section 12, Township 18 South, Range 24 East, for the POB; thence run North  $00^{\circ}07'21''$  West, along the East boundary of said Section 12 a distance of 66.62 feet to the centerline of Lake Griffin Road and a point on a curve having a radial bearing of North  $27^{\circ}13'16''$  West, said curve being concave Northwesterly having a radius of 615.63 feet; thence run Easterly along said centerline an arc distance of 228.02 feet, said arc having a delta of  $21^{\circ}13'18''$ , a tangent distance of 115.33 feet, a chord bearing of North  $52^{\circ}10'04''$  East and a chord distance of 226.72 feet to a point of tangency; thence run North  $41^{\circ}33'27''$  East along said centerline a distance of 403.94 feet to a point of curvature, said curve being concave Northwesterly having a radius of 1730.29 feet; thence run Northeasterly along said centerline an arc distance of 240.35 feet, said arc having a delta of  $07^{\circ}57'32''$ , a tangent distance of 120.37 feet, a chord bearing of North  $37^{\circ}34'41''$  East and a chord distance of 240.16 feet to a point of tangency; thence run North  $33^{\circ}35'55''$  East along said centerline a distance of 88.27 feet to a point of curvature, said curve being concave Southeasterly having a radius of 234.54 feet; thence run Easterly along said centerline an arc distance of 307.05 feet, said arc having a delta of  $75^{\circ}00'30''$ , a tangent distance of 180.00 feet, a chord bearing of North  $71^{\circ}06'10''$  East and a chord distance of 285.59 feet to a point of tangency; thence run South  $71^{\circ}23'35''$  East along said centerline a distance of 606.85 feet to a point of curvature, said curve being concave Northeasterly having a radius of 919.44 feet; thence run Easterly along said centerline an arc distance of 249.03 feet, said arc having a delta of  $15^{\circ}31'06''$ , a tangent distance of 125.28 feet, a chord bearing of South  $79^{\circ}09'08''$  East and a chord distance of 248.27 feet to a point of tangency; thence run South  $86^{\circ}54'41''$  East along said centerline of Lake Griffin Road a distance of 1406.31 feet to the intersection of the East line of the Southwest 1/4 of the Southwest 1/4 of Section 7, Township 18 South, Range 25 East; thence run South  $00^{\circ}08'17''$  West along said East line a distance of 72.64 feet to a point on the North boundary of the Northwest 1/4 of Section 18, Township 18 South, Range 25 East, thence run North  $89^{\circ}14'04''$  East along the North boundary of said Section 18 a distance of 207.76 feet, thence run South  $09^{\circ}02'54''$  West a distance of 1000 feet, thence run Easterly to the waters edge of Lake Griffin to point, said point to be known as Point "A"; return to the Southeast corner of said Section 12 and the point of reference, thence run South  $89^{\circ}40'50''$  West along the North

boundary of the Northeast 1/4 of said Section 13 a distance of 278.32 feet; thence continue South 89°40'50" West along said line a distance of 2374.36 feet to the North 1/4 corner of said Section 13; thence run South 89°50'32" West along the North boundary of the Northwest 1/4 of said Section 13, a distance of 1959.26 feet; thence run South 01°05'13" East along the West line of the East 1/2 of the Northwest 1/4 of the Northwest 1/4 of said Section 13 a distance of 1324.76 feet; thence run South 89°50'18" West along the South line of said Northwest 1/4 of the Northwest 1/4 of said Section 13 a distance of 329.42 feet; thence run South 01°15'47" East along the West line of the East 30 acres of the Southwest 1/4 of the Northwest 1/4 of said Section 13 a distance of 1324.85 feet; thence run North 89°50'05" East along the South line of said Southwest 1/4 of the Northwest 1/4 of said Section 13, a distance of 986.58 feet to the Southeast corner of said Southwest 1/4 of the Northwest 1/4 of said Section 13; thence run South 01°07'54" East along the West line of the East 1/2 of the Southwest 1/4 of said Section 13 a distance of 2426.57 feet; thence run South 89°54'49" East a distance of 210.00 feet; thence run South 01°07'54" East a distance of 210.00 feet to the South boundary of said Section 13; thence run North 89°54'49" West along said Southerly boundary a distance of 210.00 feet; thence run South 00°18'48" East along the West line of the East 1/2 of the Northwest 1/4 of Section 24, Township 18 South, Range 24 East, a distance of 2676.64 feet to a point on the East-West mid-section line of said Section 24; thence run South 89°55'50" East along said mid-section line a distance of 663.16 feet; thence run North 00°06'52" West a distance of 669.10 feet; thence run South 89°55'35" East a distance of 665.48 feet; thence run North 00°05'03" East a distance of 9.04 feet; thence run South 89°55'19" East a distance of 660 feet; thence run North 00°05'03" East a distance of 1997.99 feet to a point on the North boundary of said Section 24; thence run South 89°54'49" East along said North boundary line a distance of 613.85 feet; thence continue Easterly along said line to the waters edge of Lake Griffin; thence Northeasterly along the waters edge to said Point "A".

Any objections to the Application must be made in writing and filed with the Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, with a copy to D. Bruce May Jr. Holland & Knight, 315 South Calhoun Street, Suite 600, Tallahassee, FL 32301 within 30 days from the date of this Notice. The objection must state the grounds for the objection with particularity.

Aqua Utilities Florida, Inc.  
510 Highway 466  
Lady Lake, FL 32159

Robert v. Nicholson  
Margaret D. Nicholson  
6201 Topsail Rd.  
Lady Lake, Fl. 32159

**CERTIFIED MAIL™**



7009 1410 0000 5521 6920

**RETURN RECEIPT  
REQUESTED**

Office of Commissions Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, Fl. 32399-0850



1000



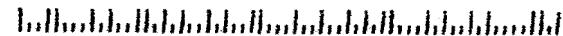
32399

U.S. POSTAGE  
PAID  
LADY LAKE, FL  
32159  
FEB 02, 11  
AMOUNT

**\$5.54**

00015636-28

32399-0850 0001



To: Office of Commissions Clerk, Florida Public Service Commission  
February 2, 2011

from: Nicholson

RECEIVED-FPSC

11 FEB -7 AM 8:33

COMMISSION  
CLERK

ROBERT V. NICHOLSON  
MARGARET D. NICHOLSON  
6201 Topsail Rd.  
Lady Lake, Fl. 32159  
352 787 1232

February 2, 2011

Office of Commissions Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, Fl. 32399-0850

FPSC, CLK - CORRESPONDENT  
Administrative Parties Consumer  
DOCUMENT NO. 00829-1  
DISTRIBUTION: \_\_\_\_\_

Re: Notice of Application for Approval of Transfer and Application for Original Certificate for an Existing Wastewater System Requesting Initial Rates and Charges Harbor Hills Utility, LP in Lake County Florida to Aqua Utilities Florida, Inc. (Copy attached, Notice dated January 7, 2010, envelope postmarked January 10, 2011)

Gentlemen:

The undersigned hereby object to the afore cited application, (copy enclosed) and respectfully request, suggest and demand that said application be denied, not approved, without prejudice with the provision that the application may be resubmitted at a later date, not sooner than February 6, 2012, (one year from February 6, 2011).

Denial of the application will give the consumers, parties served by this utility, the opportunity to become informed regarding the subject transfer. This additional time is appropriate, in that the consumers, rate-payers have not been properly informed in a timely manner regarding an event that will dramatically impact on their environmental and economic well-being. This additional time will allow alternatives to the proposed takeover to be considered by all the parties, and in particular the consumers, rate-payers.

Specifics to the objection are:

Harbor Hills Utility, LP, and none of the affiliated entities cited in the application did not inform the affected rate-payers of the impending transfer. The contract of sale is dated March 31, 2010, with and indicated earlier date of September 2009.

To: Office of Commissions Clerk, Florida Public Service Commission  
February 2, 2011

from: Nicholson

Harbor Hills Utility, LP and the affiliated entities, in particular the Managing Partner, H.H.C.C. Inc., and Michael Rich, who is a chief executive officer of these entities and the President of the Harbor Hills Homeowners Association board of directors, may have had an obligation to inform in a timely manner the Homeowners, (members of the Harbor Hills Homeowners Association) of these negotiations. The absence of such information has denied the Homeowners (rate payers) the opportunity to consider alternatives that may be more attractive and beneficial to the Utility and the community.

Potential Conceptual Alternatives (not necessarily all inclusive) that could have been considered are:

Formation of a consortium of investors from the Harbor Hills Community to finance the acquisition of the Utility:

Example:

1) 400 investors at \$3,000 per investor in capital stock or debt instruments:

Capital raised	<u>\$1,200,000</u>
Buy out existing ownership	\$ 650,000
Legal and FPC expenses	\$ 50,000
Capital infusion into the Utility	<u>\$ 500,000</u>
Total Capital Applied	<u>\$1,200,000</u>

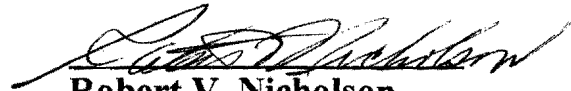
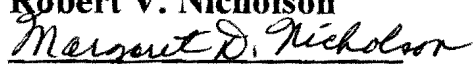
2) Creation of a special district for rate-payer's ownership of the Utility.

This could be financed by debt instruments (possibly tax exempt) retired by amortization in the rate structure.

3) Other creative alternatives may be available had the concerned parties been timely informed of the Utility transfer.

Further objection is made in that there is no listing of negotiations with any other entity other than Aqua that could be better equipped to serve the needs of the Harbor Hills community.

Respectfully signed as rate-payers and consumers served by the above subject Utility.

  
Robert V. Nicholson  
  
Margaret D. Nicholson

Enc: Notice of Application

Copy: D. Bruce May Jr. Holland & Knight, 315 South Calhoun St., Suite 600,  
Tallahassee, Fl. 32301.

**Notice of Application for Approval of Transfer and Application for Original Certificate for an Existing Wastewater System Requesting Initial Rates and Charges**

Notice is hereby given on the January 7, 2010 pursuant to Section 367.071, Florida Statutes of the Application for Approval of Application for Approval of Transfer Harbor Hills Utility, LP in Lake County Florida to Aqua Utilities Florida, Inc., (Aqua); Application for Original Certificate for an Existing Wastewater System Requesting Initial Rates and Charges and Amendments of Certificates. AUF is proposing the Commission approve initial wastewater service rates.

The Harbor Hills wastewater system provides service to the following described territory in Lake County, Florida:

**LEGAL DESCRIPTION:**

THE FOLLOWING DESCRIBED LANDS LOCATED IN PORTIONS OF SECTION 13, TOWNSHIP 18 SOUTH, RANGE 24 EAST, AND SECTIONS 7 & 18, TOWNSHIP 18 SOUTH, RANGE 25 EAST, LAKE COUNTY, FLORIDA:

BEGIN AT THE SOUTHEAST CORNER OF SECTION 12, TOWNSHIP 18 SOUTH, RANGE 24 EAST, FOR THE POB; THENCE RUN NORTH 00°07'21" WEST, ALONG THE EAST BOUNDARY OF SAID SECTION 12 A DISTANCE OF 66.62 FEET TO THE CENTERLINE OF LAKE GRIFFIN ROAD AND A POINT ON A CURVE HAVING A RADIAL BEARING OF NORTH 27°13'16" WEST, SAID CURVE BEING CONCAVE NORTHWESTERLY HAVING A RADIUS OF 615.63 FEET; THENCE RUN EASTERLY ALONG SAID CENTERLINE AN ARC DISTANCE OF 228.02 FEET, SAID ARC HAVING A DELTA OF 2113'18", A TANGENT DISTANCE OF 115.33 FEET, A CHORD BEARING OF NORTH 52°10'04" EAST AND A CHORD DISTANCE OF 226.72 FEET TO A POINT OF TANGENCY; THENCE RUN NORTH 41°33'27" EAST ALONG SAID CENTERLINE A DISTANCE OF 403.94 FEET TO A POINT OF CURVATURE, SAID CURVE BEING CONCAVE NORTHWESTERLY HAVING A RADIUS OF 1730.29 FEET; THENCE RUN NORTHEASTERLY ALONG SAID CENTERLINE AN ARC DISTANCE OF 240.35 FEET, SAID ARC HAVING A DELTA OF 07°57'32", A TANGENT DISTANCE OF 120.37 FEET, A CHORD BEARING OF NORTH 37°34'41" EAST AND A CHORD DISTANCE OF 240.16 FEET TO A POINT OF TANGENCY; THENCE RUN NORTH 33°35'55" EAST ALONG SAID CENTERLINE A DISTANCE OF 88.27 FEET TO A POINT OF CURVATURE, SAID CURVE BEING CONCAVE SOUTHEASTERLY HAVING A RADIUS OF 234.54 FEET; THENCE RUN EASTERLY ALONG SAID CENTERLINE AN ARC DISTANCE OF 307.05 FEET, SAID ARC HAVING A DELTA OF 75°00'30", A TANGENT DISTANCE OF 180.00 FEET, A CHORD BEARING OF NORTH 71°06'10" EAST AND A CHORD DISTANCE OF 285.59 FEET TO A POINT OF TANGENCY; THENCE RUN SOUTH 71°23'35" EAST ALONG SAID CENTERLINE A DISTANCE OF 606.85 FEET TO A POINT OF CURVATURE, SAID CURVE BEING CONCAVE NORTHEASTERLY HAVING A RADIUS OF



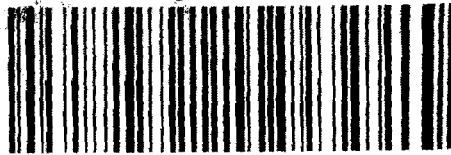
919.44 FEET; THENCE RUN EASTERLY ALONG SAID CENTERLINE AN ARC DISTANCE OF 249.03 FEET, SAID ARC HAVING A DELTA OF 15°31'06", A TANGENT DISTANCE OF 125.28 FEET, A CHORD BEARING OF SOUTH 79°09'08" EAST AND A CHORD DISTANCE OF 248.27 FEET TO A POINT OF TANGENCY; THENCE RUN SOUTH 54°48'39" EAST A DISTANCE OF 221.30'; THENCE RUN SOUTH 35°11'21" WEST A DISTANCE OF 2009.33'; THENCE RUN NORTH 51°43'05" WEST A DISTANCE OF 422.00'; THENCE RUN SOUTH 89°55'26" WEST A DISTANCE OF 400.37' TO A POINT ON THE EAST BOUNDARY OF SECTION 13; THENCE RUN NORTH 00°04'34" WEST ALONG THE EAST BOUNDARY OF SECTION 13 A DISTANCE OF 165.41'; THENCE RUN NORTH 89°58'35" WEST A DISTANCE OF 526.35'; THENCE RUN NORTH 66°26'23" WEST A DISTANCE OF 357.90'; THENCE RUN NORTH 00°01'25" EAST A DISTANCE OF 634.92' TO A POINT ON THE SOUTH BOUNDARY OF SECTION 12; THENCE RUN NORTH 89°40'50" EAST ALONG THE SOUTH BOUNDARY OF SECTION 12 TO THE POINT OF BEGINNING.

Any objections to the Application must be made in writing and filed with the Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, with a copy to D. Bruce May Jr. Holland & Knight, 315 South Calhoun Street, Suite 600, Tallahassee, FL 32301 within 30 days from the date of this Notice. The objection must state the grounds for the objection with particularity.

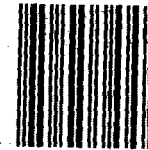
Aqua Utilities Florida, Inc.  
510 Highway 466  
Lady Lake, FL 32159

Robert v. Nicholson  
Margaret D. Nicholson  
6201 Topsail Rd.  
Lady Lake, Fl 32159

**CERTIFIED MAIL**



7009 1410 0000 5521 6913



1000

32399

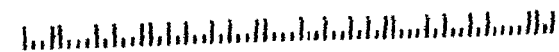
U.S. POSTAGE  
PAID  
LADY LAKE, FL  
32159  
FEB 02, 11  
AMOUNT

**\$5.54**  
00015636-28

RECEIVED  
REQUESTED

Office of Commissions Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, Fl. 32399-0850

32399-0850 0001



To: Office of Commissions Clerk, Florida Public Service Commission

Ellen B Wilcox  
5500 Citation Court  
Lady Lake, FL 32159-6023

RECEIVED-FPSC

11 FEB -7 AM 8:32

COMMISSION  
CLERK

February 3, 2011

11 FEB -7 AM 7:54

DATE RECEIVED

Office of Commissions Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, Fl. 32399-0850

Re: Notice of Application for Approval of Transfer and Application for Original Certificate for an Existing Wastewater System Requesting Initial Rates and Charges Harbor Hills Utility, LP in Lake County Florida to Aqua Utilities Florida, Inc. (Copy attached, Notice dated January 7, 2010, envelope postmarked January 10, 2011)

FPSC, CLK - CORRESPONDENCE

Administrative Parties Consumer

DOCUMENT NO. 00829-11

DISTRIBUTION: \_\_\_\_\_

Gentlemen:

Please attach the following addendum to our February 2, 2011 letter of objection.

The undersigned hereby object to the afore cited application, (copy enclosed) and respectfully request, suggest and demand that said application be denied, not approved, without prejudice with the provision that the application may be resubmitted at a later date, not sooner than February 6, 2012, (one year from February 6, 2011).

Examination of the Application within the limited time available exposes a gross and significant error in calculations. This error results in a gross distortion of the "Proposed Residential Bill at 5,000 gallons \$40.99" as set forth in the attached exhibit which I have identified as page 40 of the application.

The error occurs in the attached exhibit which I have identified as page 42 of the Application. The subject exhibit projects an annual increase in ERCs for each year, 2011 – 2015. There is no evidence to support these projections. To the contrary, economic forecasts indicate no increase in ERC's for this time frame.

The forecast of 131 ERC's for 2014, and 148 ERC's for 2015 is an overstatement of 68% for 2014, and an overstatement of 90% for 2015. The more economically sound and evidentiary logical projection is that there will be no increase in ERCs during the subject period.

To: Office of Commissions Clerk, Florida Public Service Commission

The above cited un-defendable errors in projections, result in an erroneous presentation of a Proposed Residential Bill for 2014 as set forth in the attached exhibit. The overstatement of ERCs results in an understatement of the "Gallonge Charge" as stated in this exhibit.

The correction of these errors translates into the following corrected restatement and demonstrated understatement of the "Proposed Residential Bill at 5,000 gallons \$40.99"

<b>Aqua Utilities Florida, Inc. Docket # Harbor Hills Wastewater</b>	<b>As stated in Application</b>
<b>BFC allocation of 50% per AUF Final Order</b>	<b>\$32,581.59</b>
<b>ERCS IN 2014</b>	<b>1,776</b>
<b>Base Facility Charge</b>	<b>\$18.35</b>
<b>Gallonge allocation at 50%</b>	<b>\$32,581.59</b>
<b>Gallons in 2014</b>	<b>7,195.49</b>
<b>Gallonge Charge</b>	<b>\$ 4.53</b>
<b>Proposed Residential Bill at 5,000 gallons</b>	<b>\$ 40.99</b>

<b>MONTHLY BILL:</b>		<b>Indicated corrections</b>	<b>Indicated as Corrected</b>
<b>Proposed Residential Bill at 5,000 gallons</b>	<b>\$ 40.99</b>		
<b>Less Base Facility Charge</b>	<b>\$ 18.35</b>		<b>\$ 18.35</b>
<b>Gallonge Charge</b>	<b>\$ 22.64</b>	<b>\$22.64 x 168% =</b>	<b>\$ 38.04</b>
<b>Corrected Residential Bill at 5,000 gallons</b>			<b>\$ 56.39</b>

Denial of the application will give the consumers, parties served by this utility, the opportunity to become informed regarding the subject transfer. This additional time is appropriate, in that the consumers, rate-payers have not been properly informed in a timely manner regarding an event that will dramatically impact on their environmental and economic well-being. This additional time will allow alternatives to the proposed takeover to be considered by all the parties, and in particular the consumers, rate-payers, and provide the opportunity for expert independent review thereof.

**To: Office of Commissions Clerk, Florida Public Service Commission**

**Respectfully signed as rate-payers and consumers served by the  
above subject Utility.**

  
**Ellen B Wilcox**

**Enc: Notice of Application**

**Copy: D. Bruce May Jr. Holland & Knight, 315 South Calhoun St., Suite 600,  
Tallahassee, Fl. 32301.**



Ms. Ellen B. Wilcox  
5500 Citation Ct.  
Lady Lake, FL 32159-6023

JACKSONVILLE FL 320

05 FEB 2011 PM 4 T



USA FIRST-CLASS FOREVER

Office of Commissioners Clerk  
2540 Sharnard Oak Blvd  
Tallahassee, FL 32399-0850

32399-0850



To: Office of Commissions Clerk, Florida Public Service Commission

February 2, 2011

from: \_\_\_\_\_

RECEIVED-FPSC

11 FEB -7 AM 8:31

COMMISSION  
CLERK

*Erleen Wilcox*  
*5500 Citation Court*  
*Lady Lake, FL 32109*

February 2, 2011

Office of Commissions Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

FPSC, CLK - CORRESPONDENCE  
Administrative Parties Consumer  
DOCUMENT NO. 00829-11  
DISTRIBUTION: \_\_\_\_\_

Re: Notice of Application for Approval of Transfer Of Harbor Hills Utility, LP Utilities, L.P. Water System and Amendment of Certificate in Lake County, Florida  
Harbor Hills Utility, LP in Lake County Florida to Aqua Utilities Florida, Inc.  
(Copy attached, Notice dated January 7, 2010,  
Envelope postmarked January 10, 2011)

Gentlemen:

The undersigned hereby object to the afore cited application, (copy enclosed) and respectfully request, suggest and demand that said application be denied, not approved, without prejudice with the provision that the application may be resubmitted at a later date, not sooner than February 6, 2012, (one year from February 6, 2011).

Denial of the application will give the consumers, parties served by this utility, the opportunity to become informed regarding the subject transfer. This additional time is appropriate, in that the consumers, rate-payers have not been properly informed in a timely manner regarding an event that will dramatically impact on their environmental and economic well-being. This additional time will allow alternatives to the proposed takeover to be considered by all the parties, and in particular the consumers, rate-payers.

Specifics to the objection are:

Harbor Hills Utility, LP, and none of the affiliated entities cited in the application did not inform the affected rate-payers of the impending transfer. The contract of sale is dated March 31, 2010, with and indicated earlier date of September 2009.



February \_\_, 2011

from: \_\_\_\_\_

Harbor Hills Utility, LP and the affiliated entities, in particular the Managing Partner, H.H.C.C. Inc., and Michael Rich, who is a chief executive officer of these entities and the President of the Harbor Hills Homeowners Association board of directors, may have had an obligation to inform in a timely manner the Homeowners, (members of the Harbor Hills Homeowners Association) of these negotiations. The absence of such information has denied the Homeowners (rate payers) the opportunity to consider alternatives that may be more attractive and beneficial to the Utility and the community.

Potential Conceptual Alternatives (not necessarily all inclusive) that could have been considered are:

Formation of a consortium of investors from the Harbor Hills Community to finance the acquisition of the Utility:

Example:

1) 400 investors at \$3,000 per investor in capital stock or debt instruments:

Capital raised	<u>\$1,200,000</u>
Buy out existing ownership	\$ 650,000
Legal and FPC expenses	\$ 50,000
Capital infusion into the Utility	<u>\$ 500,000</u>
Total Capital Applied	<u>\$1,200,000</u>

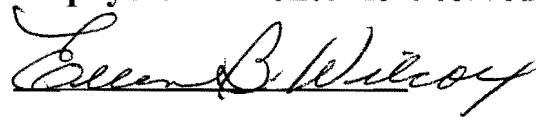
2) Creation of a special district for rate-payer's ownership of the Utility.

This could be financed by debt instruments (possibly tax exempt) retired by amortization in the rate structure.

3) Other creative alternatives may be available had the concerned parties been timely informed of the Utility transfer.

Further objection is made in that there is no listing of negotiations with any other entity other than Aqua. There may be other utilities that are better equipped to serve the needs of the Harbor Hills community.

Respectfully signed as rate-payers and consumers served by the above subject Utility.



Enc: Notice of Application

Copy: D. Bruce May Jr. Holland & Knight, 315 South Calhoun St., Suite 600, Tallahassee, FL 32301.

Ms. Ellen B. Wilcox  
5500 Citation Ct.  
Lady Lake, FL 32159-6023

JACKSONVILLE FL 320

05 FEB 2011 PM 1 L



USA FIRST-CLASS FOREVER

Office of Commissioners Clerk  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

3239930850



Dr. Marshall S. and Margra L. Grillo

5239 Grove Manor

Lady Lake, Florida 32159

Telephone/Fax 352-753-7591

January 29, 2011

Office of Commission Clerk

2540 Shumard Oak Boulevard

Tallahassee, Florida 32399-0850

RECEIVED-EPSC  
FEB -2 AM 8:36  
COMMISSION  
CLERK

110019-WS  
DISTRIBUTION CENTER  
FEB -2 AM 7:21  
**CONSUMER**

To Whom It May Concern:

My husband and I own two houses in The Grove at Harbor Hills, and are concerned about the letter we received regarding the selling of Harbor Hills Utilities to Aqua Utilities Florida.

On January 12, 2011 we received a letter from Aqua Utilities Florida, Inc. stating that notice is given that an Application for Approval of Transfer of the Water System of Harbor Hills Utility, L.P. in Lake County, Florida to Aqua Utilities Florida, Inc. and Amendment of AUF's Certificate No. 106W. This letter notes that any objections to the Application must be filed in writing with your office within 30 days of the notice. This is pursuant to Section 367.071, Florida Statutes. **The notice is dated January 7, 2010** We are very concerned that the letter was received **a year after** the date a reply is due.

We object not only to the lack of accurate detail in sending out such a notice, but to the lack of information from Harbor Hills Utility regarding this request.

We wonder if the fact that Harbor Hills Utilities is a Defendant in a counterclaim suit filed by The Grove at Harbor Hills will affect the proposed sale of the Utility?

The letter states "Aqua does not propose to change rates pursuant to this Application." Does this mean it cannot raise rates, and if that is the case, for what period of time?

Attached is an item that was on the local television station regarding the quality of water distributed by AUF and the ever increasing cost for providing it. We are concerned the same thing will occur in Harbor Hills. You can access the television news item by going to the website listed at the bottom of this attachment.

Our other concerns include:

- Does this transfer refer to potable as well as surface water from Lake Griffin,
- Is the transfer for residential services as well as commercial areas of Harbor Hills,

00829 FEB -2 =

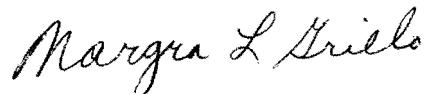
FPSC-COMMISSION CLERK

- What experience does AUF have with obtaining, distributing and charging for surface water from a lake,
- What experience does AUF have with delivering, potable water to residences and businesses,
- Is AUF governed by the Public Service Commission, if so has it ruled on this transfer request,
- How many complaints have been filed against AUF by its customers,
- How long has AUF been in business,
- What is the solvency status of AUF,
- What is the AUF's rating with the Better Business Bureaus of the areas it serves,
- How many cities and or towns do they serve,
- How many golf communities do they serve,
- How many mobile home parks do they serve,
- Has Harbor Hills Utilities looked into alternate companies as potential purchasers,
- Has Harbor Hills looked into alternate solutions other than transferring its assets to another company

If AUF is so lackadaisical about making sure the first correspondence sent to potential customers is correct, by allowing it to be sent out with a date that is inaccurate by over one year, why should we trust it will be accurate and responsible about providing the water that is sent to our homes?

We urge you to deny this request until a full and complete hearing is held so the residents of Harbor Hills can have adequate input and have their questions answered.

Sincerely yours,

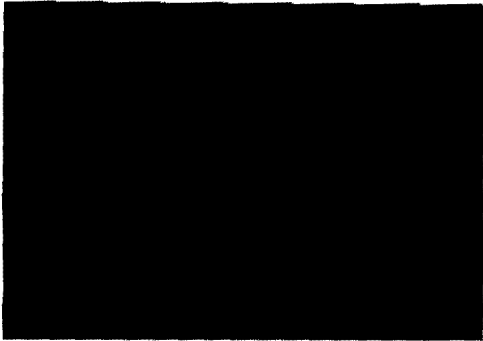


Margra L. Grillo

Cc: D. Bruce May Jr.  
 315 South Calhoun Street, Suite 600  
 Tallahassee, Florida 32301

**WFTV.com**

## **Unhappy Aqua Utilities Customers Dig Own Wells**



Posted: 4:09 pm EST January 28, 2011 Updated: 6:23 pm EST January 28, 2011

**LAKE COUNTY, Fla.** -- A troubled water company is causing more problems Friday. Some homeowners in Lake County told WFTV that their bills are so high, and their water is so dirty, that they're digging their own wells.

Barbara Stemm moved into the Scottish Highlands subdivision, which is serviced by Aqua Utilities, just over two years ago. But in period of a year, she said her monthly water bill rose from \$60 to more than \$190.

"I had gone through a divorce and with my income drastically dropping. I had to cut corners," Stemm said.

So she spent more than \$3,000 on a deep well. Stemm also installed a \$30 filtration system so it can be the main source of her drinking water.

It's a trend that is growing among customers of Aqua Utilities, which WFTV has reported on numerous occasions for steep rate hikes and questionable water quality.

According to Florida statute, any homeowner can switch from a utility company, even if it's a government municipality, to a water well. However, they have to get a permit.

The Lake County Environmental Health Department issues permits to its residents, and WFTV was told that permits are rarely denied.

Water well contractors said they've installed wells for dozens of Aqua Utilities customers.

However, Stemm isn't free of Aqua Utilities. She still has to pay them a \$15 monthly charge for the water meter on her property.

She's fighting to get the meter removed, but in meantime, is telling other unhappy customers that there are other options.

"Trust me, it's gonna pay for itself in a couple years time," she said.

Customers who still have Aqua Utilities could soon have to pay even more for their water bills.

Aqua Utilities wants to raise its rates again by more than 25 percent. The Public Service Commission will vote on the hike request next month.

*Copyright 2011 by wftv.com. All rights reserved. This material may not be published, broadcast, rewritten or redistributed.*