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COMMISSION
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July 23, 2009

VIA HAND-DELIVERY

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

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

Dear Ms. Cole :

Pursuant to Rule 25-22.006(4), Florida Administrative Code, enclosed for filing on behalf of Aqua Utilities Florida, Inc. ("AUF") are the original and fifteen (15) copies of AUF's Supplement to Second Request for Confidential Classification of Customer-Specific Information Required by Quality of Service Monitoring Plan (the "Supplement"). Attached to the Supplement is a separate, sealed envelope marked "Confidential Exhibit A," which contains the following:

One (1) copy of a compact disc ("CD") containing the report of customer complaints for the month of June, 2009 with the confidential information subject to this request highlighted. Because the information in Confidential Exhibit "A" is stored in electronic format, it is not possible to redact the confidential information contained therein.

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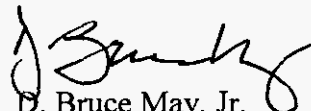
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Ann Cole
July 23, 2009
Page 2

For our records, please acknowledge your receipt of this filing on the enclosed copy of this letter. Thank you for your consideration.

Sincerely,

HOLLAND & KNIGHT LLP



D. Bruce May, Jr.

DBM:kjg

Enclosures

cc: Ralph Jaeger, Esq.
Katherine Fleming, Esq.
Caroline Klancke, Esq.
Erik Sayler, Esq.
Charles Beck, Esq.
Cecilia Bradley, Esq.
Kimberly A. Joyce, Esq.

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BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

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

DOCKET NO. 080121-WS

FILED: July 23, 2009

**SUPPLEMENT TO AQUA UTILITIES FLORIDA, INC.'S
SECOND REQUEST FOR CONFIDENTIAL CLASSIFICATION OF
CUSTOMER-SPECIFIC INFORMATION REQUIRED BY
QUALITY OF SERVICE MONITORING PLAN**

Aqua Utilities Florida, Inc. ("AUF"), pursuant to Section 367.156, Florida Statutes, and Rule 25-22.006(4), Florida Administrative Code, supplements its second request for confidential classification of customer-specific information filed in this docket ("Second Request") as follows:

1. On July 20, 2009, in accordance with Order No. PSC-09-0385-FOF-WS (the "Order"), AUF filed with the Commission a report listing all customer complaints for the month of June 2009. The Order required that the report include customer name, address, phone number, account number, a description of the complaint, and how the complaint was resolved " Order at 22.

2. As explained in AUF's Second Request, the report for June 2009 contained customer-specific information the disclosure of which would harm the privacy interests of individual customers and subject those customers to other harm, including potential identity theft. Accordingly, AUF redacted that customer-specific information in the report it filed with

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

the Commission and contemporaneously submitted an unredacted version of the report as part of its Second Request.¹

3. On July 22, 2008, Commission staff contacted the undersigned and requested that AUF provide staff with an electronic version of the unredacted customer complaint report for the month of June, 2009. Commission staff explained that it needed an electronic version of the report in order to efficiently track AUF's interaction with its customers. Commission staff acknowledged that customer-specific information in the report was subject to a pending request for confidential classification, and recommended that AUF could include the electronic version of the report in its Second Request to preserve confidentiality of proprietary confidential business information.

4. Accordingly, in response to staff's request, AUF is providing a compact disc ("CD") reflecting the unredacted customer complaint report filed on July 20, 2009. The following columns in the electronic version of the monthly report for June, 2009 are confidential and have been highlighted to insure against public disclosure:

- Column B - contains the customer name which is detailed customer-specific information that the Commission has routinely protected as proprietary confidential business information.
- Column C - contains the customer address which is detailed customer-specific information that the Commission has routinely protected as proprietary confidential business information.
- Column D - contains the customer account number which is detailed customer-specific information that the Commission has routinely protected as proprietary confidential business information.

¹ In its Second Request, AUF described in detail the customer-specific information that is entitled to confidential classification pursuant to Section 367.156(3), Florida Statutes, and Rule 25-22.006, Florida Administrative Code, and is exempt from Section 119.07(1), Florida Statutes, and Article I, Section 24(a), of the Florida Constitution, because such information constitutes "proprietary confidential business information" as defined in Section 367.156(3), Florida Statutes.

- Column F - contains the customer telephone number which is detailed customer-specific information that the Commission has routinely protected as proprietary confidential business information.

5. Pursuant to Florida Administrative Code Rule 25-22.006, detailed justification for the confidential classification of the report is set forth in AUF's Second Request filed on July 20, 2009.

Document Attached to the Supplemental Request

6. The following document supporting this request is attached hereto and incorporated by reference herein:

Exhibit "A": One copy of a CD containing the monthly report of customer complaints for the month of June, 2009 with the confidential information subject to this request highlighted. Because the information in Exhibit "A" is stored in electronic format, it is not possible to redact the confidential information contained therein. **This CD has been placed in a sealed envelope marked "CONFIDENTIAL" and should receive confidential treatment by the Commission.**

WHEREFORE, for the reasons set forth in its Second Request, AUF requests that the electronically stored customer-specific information contained in the CD attached in Exhibit "A" be classified as confidential and exempt from Chapter 119, Florida Statutes, and Article I, Section 24(a), of the Florida Constitution for the maximum period.

Respectfully submitted this 23th day of July, 2009 by:



D. Bruce May, Jr.

Florida Bar No. 354473

Gigi Rollini

Florida Bar No. 684491

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Counsel for Aqua Utilities Florida, Inc.

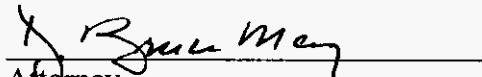
CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing was furnished by hand delivery this 23d day of July, 2009 to the following:

Charles Beck, Esq.
Stephen C. Reilly, Esq.
Office of Public Counsel
111 West Madison Street
Room 812
Tallahassee, Florida 32399-1400

Cecilia Bradley, Esq.
Office of the Attorney General
The Capitol – PL01
Tallahassee, FL 32399-1050

Ralph Jaeger, Esq.
Katherine Fleming, Esq.
Caroline Klancke, Esq.
Office of General Counsel
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850



Attorney

STATE OF FLORIDA

COMMISSIONERS:
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NANCY ARGENZIANO
NATHAN A. SKOP



OFFICE OF COMMISSION CLERK
ANN COLE
COMMISSION CLERK
(850) 413-6770

Public Service Commission

ACKNOWLEDGEMENT

DATE: July 23, 2009

TO: Bruce May, Holland Law Firm

FROM: Ruth Nettles, Office of Commission Clerk

RE: Acknowledgement of Receipt of Confidential Filing

This will acknowledge receipt of a CONFIDENTIAL DOCUMENT filed in Docket Number 080121 or, if filed in an undocketed matter, concerning Supplement to 2nd Request to Customer-Specific information Required by Quality of Service Monitoring Plan, provided on CD, and filed on behalf of Aqua. The document will be maintained in locked storage.

If you have any questions regarding this document, please contact Marguerite Lockard, Deputy Clerk, at (850) 413-6770.

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