

Diamond Williams

From: Susan Sherman [Susan.Sherman@arlaw.com]
Sent: Monday, September 19, 2011 4:51 PM
To: Filings@psc.state.fl.us
Cc: D. Bruce May, Jr.; dbussey@hotmail.com; Kelly Sullivan, Esquire; KELLY.JR@leg.state.fl.us; kajoyce@aquaamerica.com; Patty Christensen (Christensen.patty@leg.state.fl.us); Robert Lloyd; William Coakley; David Bernstein; Kenneth Curtin
Subject: Aqua Utilities Florida, Inc. Rate Action (Dkt. No. 100330-WS) - EXHIBIT B TO RESPONSE TO REQUEST TO PRODUCE

Attachments: NOTICE OF FILING EXHIBIT B.pdf

Electronic Filing

a. Person Responsible for this electronic filing:

David S. Bernstein, Esq.
 Adams and Reese LLP
 150 Second Avenue North, Suite 1700
 St. Petersburg, Florida 33701
 Direct: (727) 502-8215
 E-Fax: (727) 502-8915
David.Bernsteain@arlaw.com

b. Docket No. 100330-WS

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

c. Document being filed on behalf of YES Companies, LLC d/b/a Arredondo Farms

d. There are a total of 90 pages

e. The document attached for electronic filing is YES Companies, LLC d/b/a Arredondo Farms', Notice of Filing Exhibit B to Objections and Responses to Applicant, Aqua Utilities Florida, Inc.'s, First Request to Produce.

Thank you for your cooperation and attention to this matter.

Susan G. Sherman, CP, FRP
 Certified Paralegal
 Adams and Reese LLP
 150 Second Avenue North, Suite 1700
 St. Petersburg, FL 33701
 Direct: (727) 502-8243
 E-Fax: (727) 502-8943
 Main: (727) 502-8200
 Fax: (727) 502-8282
 Email: susan.sherman@arlaw.com
 Web Site: www.adamsandreese.com

DOCUMENT NUMBER-DATE

06762 SEP 19 =

FPSC-COMMISSION CLERK

9/20/2011

ADAMS AND REESE LLP

**Baton Rouge | Birmingham | Houston | Jackson | Memphis | Mobile | Nashville | New Orleans | Sarasota | St. Petersburg | Tampa
| Washington, D.C.**

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9/20/2011

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

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

DOCKET NO. 100330-WS

Filed September 19, 2011

**INTERVENER, YES COMMUNITIES, INC., D/B/A
ARREDONDO FARMS, NOTICE OF FILING EXHIBIT B
TO AQUA UTILITIES FLORIDA, INC.'S
FIRST REQUEST TO PRODUCE**

Intervener, Yes Communities, Inc., d/b/a Arredondo Farms ("YES"), by and through its undersigned counsel, files this its Notice of Filing of Exhibit B to Objections and Responses to Applicant, Aqua Utilities Florida, Inc.'s, First Request to Produce on the date provided below in the Certificate of Service.

Respectfully submitted,

ADAMS AND REESE, LLP
David S. Bernstein, Esq. and
Andrew J. McBride, Esq.
150 Second Avenue North, Suite 1700
St. Petersburg, Florida 33701
Direct: (727) 502-8261
E-Fax: (727) 502-8961
Kenneth.curtin@arlaw.com

By: /s/ Andrew J. McBride

David S. Bernstein
Florida Bar No. 454400
Andrew J. McBride
Florida Bar No. 0067973
Attorneys for Intervener YES

CERTIFICATE OF SERVICE

I HEREBY CERTIFY a true and correct copy of the foregoing has been furnished via email (where provided below) and U.S. Mail on September 19, 2011, to:

Kimberley A. Joyce, Esq.
Aqua American, Inc.
762 West Lancaster Avenue
Bryn Mawr, PA 19010
kajoyce@aquaamerica.com

D. Bruce May, Jr., Esq.
P.O. Box 810
Tallahassee, Florida 32302-0810
bruce.may@hklaw.com

J.R. Kelly, Esq.
Office of Public Counsel
c/o Florida Legislature
111 W. Madison Street, Room 812
Tallahassee, Florida 32399-1400
KELLY.JR@leg.state.fl.us

Patty Christensen, Esq.
Office of Public Counsel
c/o Florida Legislature
111 W. Madison Street, Room 812
Tallahassee, Florida 32399-1400
CHRISTENSEN.PATTY@leg.state.fl.us

Robert Lloyd
P.O. Box 63
Captiva, Florida 33924
Rlloyd1@aol.com

William Coakley
5934 Lake Osborne Drive
Lantana, Florida 33461
wdco@comcast.net

David L. Bussey
4948 Britni Way
Zephyrhills, Florida .33541
dbussey@hotmail.com

Kelly Sullivan, Esq.
570 Osprey Lakes Circle
Chuluota, Florida 32766-6658
Kelly.Sullivan.Woods@gmail.com

Ralph Jaeger
Florida Public Service Commission
2540 Shummard Oak Blvd.
Tallahassee, Florida 32399-0850
RJaeger@Psc.State.fl.us

Joseph D. Richards, Esq.
Pasco County Attorney's Office
8731 Citizens Drive, Suite 340
New Port Richey, Florida 34654
jrichards@pascocountyfl.net

 /s/ Andrew J. McBride
Attorney



Service To:
KARINA PRINCIPE-FELICIANO
 7117 SW ARCHER RD UNIT 82
 GAINESVILLE, FL 32608

Account Number **001622118 1113712**
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

82 - Brock
small usage

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

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

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **February 10, 2011** Total Amount Due **\$ 80.87** Current Charges Due Date **March 04, 2011**

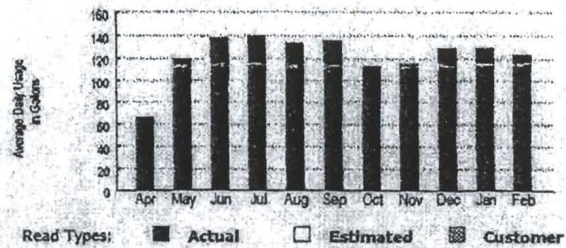
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
58584217	5/8	02/08/11	28	Actual	106600	3,500	Gallons
		01/11/11		Actual	103100		
Average Daily Usage = 125 Gallons		Total Days: 28		Total Usage:		3,500	Gallons

Billing Detail

Amount Owed from Last Bill.....	\$ 83.28
Total Payments Received.....	83.28
Remaining Balance.....	0.00
Water Base Facility Charge.....	15.71
3,500 gallons @ \$0.00731 per gallon.....	25.59
Current Water Charges.....	41.30
Sewer Base Facility Charge.....	35.44
Current Sewer Charges.....	35.44
Utility Tax.....	4.13
Amount Due.....	\$ 80.87

Water Usage History



Message Center (see reverse side for other information)

- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

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

AQUA Water/Sewer Bill

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

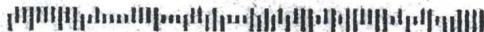
Service To:
KARINA PRINCIPE-FELICIANO
 7117 SW ARCHER RD UNIT 82
 GAINESVILLE, FL 32608

Account Number
001622118 1113712
 Amount Due **\$ 80.87** Current Charges Due Date **March 04, 2011**

Seq=38718 Cyc=33M9 1up=972917 38718 1 AV 0.335

1113712

*****AUTO***5-DIGIT 32608 C 90 P 121
 KARINA PRINCIPE-FELICIANO
 7117 SW ARCHER RD LOT 82
 GAINESVILLE FL 32608-4618



Amount Enclosed

\$

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

00162211811137120000000080874



012

DOCUMENT NUMBER-DATE

06762 SEP 19 =

FPSC-COMMISSION CLERK
 00001



Service To:
KARINA PRINCIPE-FELICIANO
7117 SW ARCHER RD UNIT 82
GAINESVILLE, FL 32608

Account Number
001622118 1113712
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

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

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

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **June 06, 2011** Total Amount Due **\$ 398.80** Current Charges Due Date **June 28, 2011**

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	56584217	5/8	05/09/11	333	Actual	119300	44,100	Gallons
			06/10/10		Actual	75200		
Average Daily Usage = 132 Gallons			Total Days: 333			Total Usage:	44,100	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 82.65
Total Payments Received	0.00
Remaining Balance	82.65
Adjustments	932.80 Credit ---
Water Base Facility Charge	174.38
44,100 gallons @ \$0.00731 per gallon	322.34
Current Water Charges	496.72
Sewer Base Facility Charge Sewer at Old Rate	346.13
38,920 gallons @ \$0.00711 per gallon	276.69
Current Sewer Charges At Old Rate	622.82
Sewer Base Facility Charge Sewer at Current Rate	44.21
Next 5,180 gallons @ \$0.00682 per gallon	35.33
Current Sewer Charges at Current Rate	79.54
Current Sewer Charges	702.36
Utility Tax	49.67
Amount Due	\$ 398.80

Message Center (see reverse side for other information)

- **LONG BILL ALERT** - This bill covers a greater number of days of service than your normal bill. If you require payment arrangements, please call 877.987.2782.
- For us, being green comes naturally. That's why we're happy to introduce Aqua Online. Now you can enjoy the convenience of paperless billing while helping us take care of the environment. Visit www.aquaaamerica.com/aquaonline today to make the switch!
- The due date refers to current charges and any deferred payment amount only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit, please remember to provide your full 16-digit account number when paying your bill.

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

AQUA Water/Sewer Bill

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

Service To:
KARINA PRINCIPE-FELICIANO
7117 SW ARCHER RD UNIT 82
GAINESVILLE, FL 32608

Account Number
001622118 1113712
 Amount Due **\$ 398.80** Current Charges Due Date **June 28, 2011**

Amount Enclosed
 \$

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

Seq=49 Cye= 1up=1018691A PC=MISP

MISP 1113712

KARINA PRINCIPE-FELICIANO
 7117 SW ARCHER RD LOT 82
 GAINESVILLE FL 32608-4618



00162211811137120000000398808





Yes! com.
USAGE.
ROR

Water and Sewer Utility Services Complaint Form

201
Complaint
Number

Date: 12-6-10

*Name: Monica Thomas

*Address: 7117 SW Archer Rd 2321
Gainesville FL 32608

Telephone: 352 353-9357

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 001453107 1054789

*Reason of complaint (check all that apply):

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

smell Bleach in water, high water and sewer bill just gotten for Dec. 06 2010 \$997.97 water was leaking for gauge & was reported

*Signature: Monica Thomas

You may also use the following methods to file a complaint with Florida Public Service Commission:

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

*Required field



Service To:
MONICA H. THOMAS
 7117 SW ARCHER RD UNIT 2321
 GAINESVILLE, FL 32608-3948

Account Number
001453107 1054789
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

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

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

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **November 12, 2010** Total Amount Due **\$ 997.97** Current Charges Due Date **December 06, 2010**

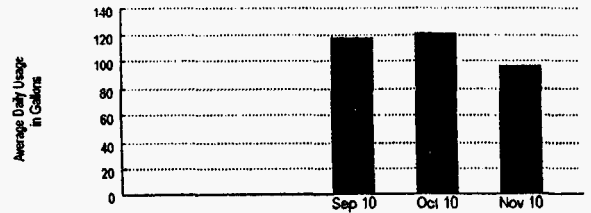
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56585669	5/8	11/10/10	30	Actual	165700	2,900	Gallons
		10/11/10		Actual	162800		
Average Daily Usage = 96 Gallons		Total Days: 30		Total Usage:		2,900	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 931.31
Total Payments Received	40.00
Remaining Balance	891.31
Water Base Facility Charge	15.71
2,900 gallons @ \$0.00731 per gallon	21.20
Current Water Charges	36.91
Sewer Base Facility Charge	35.44
2,900 gallons @ \$0.00711 per gallon	20.62
Current Sewer Charges	56.06
Late Charge	10.00
Utility Tax	3.69
Amount Due	\$ 997.97

Water Usage History



Read Types: Actual Estimated Customer

SEPT 10

*slut off
 trigger
 charges
 base
 rate*

Jan 09

*12 months
 sewer
 charged*

- AT X-MAS.
- SHUT WORK OFF
- NO PAYMENT PLAN
- DID NOT CITE SCALE
- KIO'S HAD TO GO TO GEMPMA'S

Message Center (see reverse side for other information)

The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

*May 09
 June 09
 Sept 09
 Oct 09*

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

AQUA Water/Sewer Bill

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

Service To:
MONICA H. THOMAS
 7117 SW ARCHER RD UNIT 2321
 GAINESVILLE, FL 32608-3948

Account Number
001453107 1054789

Amount Due **\$ 997.97** Current Charges Due Date **December 06, 2010**

Amount Enclosed

\$

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

Seq=29874 Cyc=33M9 1up=937159

29874 1 AV 0.335

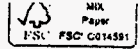
1054789

*****AUTO**5-DIGIT 32608 C 68 P 71
 MONICA H. THOMAS
 7117 SW ARCHER RD LOT 2321
 GAINESVILLE FL 32608-4642



0014531071054789000000997975





Service To:
AMANDA BOYCE
 7117 SW ARCHER RD UNIT 2603
 GAINESVILLE, FL 32608-4721
 Lot: 13261461 Block:

Account Number
001746507 0649258
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

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

Tel: **877.987.2782**
 Fax: **877.780.8292**
 e Mail: **custserv@aquaaamerica.com**

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

Bill Date
May 11, 2011

Total Amount Due
\$ 319.65

Current Charges Due Date
June 02, 2011

Meter Data

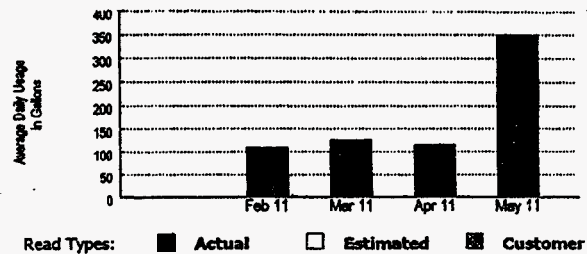
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56584447	5/8	05/09/11	31	Actual	334400	11,000	Gallons
		04/08/11		Actual	323400		
Average Daily Usage = 354 Gallons		Total Days: 31		Total Usage:		11,000	Gallons

Billing Detail

Amount Due..... **\$ 319.65**

Amount Owed from Last Bill	\$ 223.90
Total Payments Received	198.79
Remaining Balance	25.11
Water Base Facility Charge	15.71
5,000 gallons @ \$0.00731 per gallon	36.55
Next 5,000 gallons @ \$0.00898 per gallon	44.90
Next 1,000 gallons @ \$0.02067 per gallon	20.67
Current Water Charges.....	117.83
Sewer Base Facility Charge	34.01
6,000 gallons @ \$0.00682 per gallon	40.92
Next 5,000 gallons @ \$0.00 per gallon	0.00
Current Sewer Charges	74.93
Late Charge	5.00
Violation Reconnection Fee	35.00
Deposit	50.00
Utility Tax	11.78

Water Usage History



Message Center (see reverse side for other information)

- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by the end of June and would like to receive a free copy, please call 1.877.WTR.AQUA or visit our website at www.aquautilitiesflorida.com to view your report.
- The due date refers to current charges and any deferred payment amount only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit, please remember to provide your full 16-digit account number when paying your bill.

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

AQUA Water/Sewer Bill

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

Service To:
AMANDA BOYCE
 7117 SW ARCHER RD UNIT 2603
 GAINESVILLE, FL 32608-4721
 Lot: 13261461 Block:

Account Number
001746507 0649258

Amount Due Current Charges Due Date
\$ 319.65 June 02, 2011

Amount Enclosed

\$

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

Seq=37361 Cyo=33M9 1up=1000473 37361 1 AV 0.340

0649258

*****AUTO**5-DIGIT 32608 C 112 P 125
 AMANDA BOYCE
 7117 SW ARCHER RD LOT 2603
 GAINESVILLE FL 32608-4654



00174650706492580000000319652



D14

00005



Service To:
WILLIAM M. WRIGHT
7117 SW ARCHER RD UNIT 2407
GAINESVILLE, FL 32608-4645
 Lot: 13261505 Block:

Account Number
000906882 0649211
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

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

Tel: 877.987.2782
 Fax: 877.780.8292
 e Mail: customers@aquamerica.com

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

Bill Date **March 30, 2011** Total Amount Due **\$ 1,638.39** Current Charges Due Date **April 21, 2011**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56584511	5/8	03/29/11	667	Actual	235100	99,300	Gallons
		09/08/09		Actual	135800		

Average Daily Usage = 175 Gallons Total Days: 567 Total Usage: 99,300 Gallons

Billing Detail

Amount Owed from Last Bill	\$ 2,201.74	Sewer Base Facility Charge Sewer at Current Rate	610.75
Total Payments Received	0.00	Next 90,543 gallons @ \$0.00711 per gallon	643.83
Remaining Balance	2,201.74	Current Sewer Charges at Current Rate	1,254.58
Adjustments	3,069.18 Credit	Current Sewer Charges	1,374.23
Water Base Facility Charge Water at Old Rate	25.87	Late Charge	5.00
8,333 gallons @ \$0.00659 per gallon	54.92	Utility Tax	102.42
Next 423 gallons @ \$0.00824 per gallon	3.48	Amount Due	\$ 1,638.39
Current Water Charges At Old Rate	84.27		
Water Base Facility Charge Water at Current Rate	270.74		
Next 86,167 gallons @ \$0.00731 per gallon	629.88		
Next 4,377 gallons @ \$0.00898 per gallon	39.29		
Current Water Charges at Current Rate	939.91		
Current Water Charges	1,024.18		
Sewer Base Facility Charge Sewer at Old Rate	58.27		
8,757 gallons @ \$0.00701 per gallon	61.38		
Current Sewer Charges At Old Rate	119.65		

*initially charged
 19 months back charge
 in a normal 30 day period
 @ highest pay rate*

Message Center (see reverse side for other information)

- LONG BILL ALERT - This bill covers a greater number of days of service than your normal bill. If you require payment arrangements, please call 877.987.2782.
- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

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

AQUA Water/Sewer Bill

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

Service To:
WILLIAM M. WRIGHT
7117 SW ARCHER RD UNIT 2407
GAINESVILLE, FL 32608-4645
 Lot: 13261505 Block:

Account Number
000906882 0649211
 Amount Due **\$ 1,638.39** Current Charges Due Date **April 21, 2011**

Amount Enclosed
 \$

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

Seq# 7561 Cyo# 1up# 902744

7581 1 MB 0.382

0049211

*****AUTO**MIXED AADC 189 C 27 P 50
 WILLIAM M. WRIGHT
 7117 SW ARCHER RD LOT 2407
 GAINESVILLE FL 32608-4645



00090688206492110000001638398



D-1-2

00006



Service To:
WILLIAM M. WRIGHT
7117 SW ARCHER RD UNIT 2407
GAINESVILLE, FL 32608-4645
Lot: 13261505 Block:

Account Number
000906882 0649211
ARREDONDO FARMS
1336568 PWSID # FL2010042

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

Tel: **877.987.2782**
 Fax: **877.780.8292**
 e Mail: **custserv@aquaservice.com**

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **April 12, 2011** Total Amount Due **\$ 1,440.57** Current Charges Due Date **May 04, 2011**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56584511	5/8	04/08/11	10	Actual	239900	4,800	Gallons
		03/29/11		Actual	235100		
Average Daily Usage = 480 Gallons		Total Days: 10		4/20	Total Usage:	4,800	Gallons

Billing Detail

Amount Owed from Last Bill \$ 1,638.39
 Total Payments Received 75.00
 Remaining Balance **1,563.39**
 Adjustments 216.98
 Water Base Facility Charge 5.24
 1,667 gallons @ \$0.00731 per gallon 12.18
 Next 1,667 gallons @ \$0.00898 per gallon 14.97
 Next 1,467 gallons @ \$0.02067 per gallon 30.32
 Current Water Charges 62.71
 Sewer Base Facility Charge Sewer at Old Rate 2.36
 400 gallons @ \$0.00711 per gallon 2.84
 Next 560 gallons @ \$0.00 per gallon 0.00
 Current Sewer Charges At Old Rate 5.20
 Sewer Base Facility Charge Sewer at Current Rate 9.07
 Next 1,600 gallons @ \$0.00682 per gallon 10.91
 Next 2,240 gallons @ \$0.00 per gallon 0.00
 Current Sewer Charges at Current Rate 19.98

Current Sewer Charges 25.18
 Utility Tax 6.27
 Amount Due **\$ 1,440.57**

credit ?

Message Center (see reverse side for other information)

- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

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

AQUA Water/Sewer Bill

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

Service To:
WILLIAM M. WRIGHT
7117 SW ARCHER RD UNIT 2407
GAINESVILLE, FL 32608-4645
Lot: 13261505 Block:

Account Number
000906882 0649211
 Amount Due **\$ 1,440.57** Current Charges Due Date **May 04, 2011**

Seq=36580 Cyc=33M9 1up=986110 39580 1 AV 0.335

0649211

*****AUTO**5-DIGIT 32608 C 122 P 143
 WILLIAM M. WRIGHT
 7117 SW ARCHER RD LOT 2407
 GAINESVILLE FL 32608-4645



Amount Enclosed
 \$

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

00090688206492110000001440573



D:1-2



Service To:
WILLIAM M. WRIGHT
7117 SW ARCHER RD UNIT 2407
GAINESVILLE, FL 32608-4645
Lot: 13261505 Block:

Account Number
000906882 0649211
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

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

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

Questions about your water/sewer service?... Contact us before the due date
 Bill Date **August 12, 2011** Total Amount Due **\$ 516.43** Current Charges Due Date **September 06, 2011**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56584511	5/8	08/09/11	29	Actual	271600	8,100	Gallons
		07/11/11		Actual	263500		
Average Daily Usage = 279 Gallons		Total Days: 29		Total Usage:		8,100	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 1,482.84	Sewer Base Facility Charge Sewer at Current Rate	11.16
Total Payments Received	335.20	Next 1,862 gallons @ \$0.00927 per gallon	17.26
Remaining Balance	1,147.64	Next 652 gallons @ \$0.00 per gallon	0.00
Adjustments	797.78	Current Sewer Charges at Current Rate	28.42
Water Base Facility Charge Water at Old Rate	10.83	Current Sewer Charges	80.10
3,448 gallons @ \$0.00731 per gallon	25.21	Utility Tax	7.86
Next 2,138 gallons @ \$0.00898 per gallon	19.20	Amount Due	\$ 516.43
Current Water Charges At Old Rate	55.24		
Water Base Facility Charge Water at Current Rate	5.75		
Next 1,862 gallons @ \$0.0062 per gallon	11.54		
Next 652 gallons @ \$0.0093 per gallon	6.06		
Current Water Charges at Current Rate	23.35		
Current Water Charges	78.59		
Sewer Base Facility Charge Sewer at Old Rate	23.46		
4,138 gallons @ \$0.00682 per gallon	28.22		
Next 1,448 gallons @ \$0.00 per gallon	0.00		
Current Sewer Charges At Old Rate	51.68		

Credit

166.55

55.24
 78.59
 133.83

Message Center (see reverse side for other information)

- For us, being green comes naturally. That's why we're happy to introduce Aqua Online. Now you can enjoy the convenience of paperless billing while helping us take care of the environment. Visit www.aquaaamerica.com/aquaonline today to make the switch!
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Keep top portion for your records.
 Return this portion with your payment.

AQUA Water/Sewer Bill

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

Service To:
WILLIAM M. WRIGHT
7117 SW ARCHER RD UNIT 2407
GAINESVILLE, FL 32608-4645
Lot: 13261505 Block:

Account Number
000906882 0649211
 Amount Due **\$ 516.43** Current Charges Due Date **September 06, 2011**

Amount Enclosed

\$

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

Seq=76 Cyc=33MB 1up=1047538A PC=BLCR

BLCR 0649211

WILLIAM M. WRIGHT
 7117 SW ARCHER RD LOT 2407
 GAINESVILLE FL 32608-4645



00090688206492110000000516431





Service To:
WILLIAM M. WRIGHT
7117 SW ARCHER RD UNIT 2407
GAINESVILLE, FL 32608-4645
Lot: 13261505 Block:

Account Number
000906882 0649211
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

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

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

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **June 13, 2011**
 Total Amount Due **\$ 1,391.84**
 Current Charges Due Date **July 05, 2011**

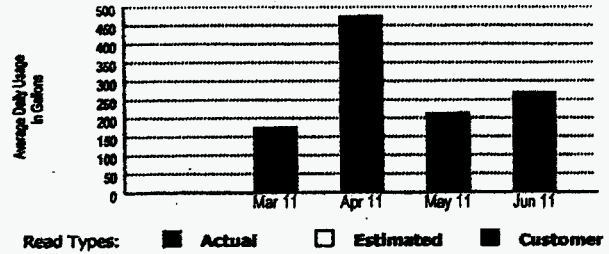
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56584511	5/8	06/09/11	31	Actual	255100	8,500	Gallons
		05/09/11		Actual	246600		
Average Daily Usage = 274 Gallons		Total Days: 31		Total Usage:		8,500	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 1,299.85
Total Payments Received	75.00
Remaining Balance	1,224.85
Water Base Facility Charge	15.71
5,000 gallons @ \$0.00731 per gallon	36.55
Next 3,500 gallons @ \$0.00898 per gallon	31.43
Current Water Charges	83.69
Sewer Base Facility Charge	34.01
6,000 gallons @ \$0.00682 per gallon	40.92
Next 2,500 gallons @ \$0.00 per gallon	0.00
Current Sewer Charges	74.93
Utility Tax	8.37
Amount Due	\$ 1,391.84

Water Usage History



Message Center (see reverse side for other information)

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

AQUA Water/Sewer Bill

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

Service To:
WILLIAM M. WRIGHT
7117 SW ARCHER RD UNIT 2407
GAINESVILLE, FL 32608-4645
Lot: 13261505 Block:

Account Number
000906882 0649211
 Amount Due **\$ 1,391.84**
 Current Charges Due Date **July 05, 2011**

Seq=16 Cyc=33M9 1up=1021685A PC=BLCR

BLCR 0649211

WILLIAM M. WRIGHT
 7117 SW ARCHER RD LOT 2407
 GAINESVILLE FL 32608-4645



Amount Enclosed
 \$

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

00090688206492110000001391849





WILLIAM M. WRIGHT
7117 SW ARCHER RD UNIT 2407
GAINESVILLE, FL 32608-4645

Account Number
000906882 0649211
 ARREDONDO FARMS
 1336568 F123

Aqua Utilities Florida, Inc.
 762 W. LANCASTER AVENUE
 BRYN MAWR, PA 19010-3489

Tel: **877.987.2782**
 Fax: **866.780.8301**
 eMail: **custserv@aquaaamerica.com**

10 Day Shut Off Notice
COLLECTION DEPARTMENT OFFICE HOURS ARE
7:30 AM - 5:00 PM WEEKDAYS

Date of Notice	Shut Off Date	Total Amount Due
March 28, 2011	April 7, 2011	\$ 2,063.06

Your bill for \$ 2,063.06 is overdue. Because your bill is overdue, we will SHUT OFF service to:
 , 7117 SW ARCHER RD UNIT 2407 after 8:00 AM on or after April 7, 2011.

To stop the shut off, you must do the following immediately:

1. Pay the total amount overdue. To pay by phone, call our toll free number at 866.269.2906 or go to the payment website at <https://paynow7.speedpay.com/aqua/index.asp>.
2. Contact Aqua at 877.987.2782 (Select Collections) to let us know that you made a payment, to make a payment arrangement, or to dispute the overdue bill. You can also contact Aqua at our address above.
3. Call 877.987.2782 (Select Collections) if you or someone in your home has a serious illness or a medical condition.

Important Notice: Payments will not be accepted by Aqua representatives visiting the property. To avoid service termination due to unpaid bill(s), you must make payments at an authorized payment location. For the nearest location, please call 877.987.2782 (Select Collections). If we shut off your service, you may have to pay the following charges to have service restored:

Overdue amount:	\$ 2,063.06
Reconnect Fee :	35.00
Service Deposit (If required):	50.00
Total if we shut off your service:	\$ <u>2,148.06</u>

If your service is shut off for non-payment, after making the required payment you must contact Aqua at 877-987-2782 and schedule to have your service reconnected. Your service will be reconnected in accordance with your state approved utility regulations. In most cases service will not be restored until the next business day after your required payment amount has been confirmed.

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

Service To:
WILLIAM M. WRIGHT
7117 SW ARCHER RD UNIT 2407
GAINESVILLE, FL 32608-4645



Aqua Utilities Florida, Inc.
 PO Box 328 • BRYN MAWR, PA 19010-0328
URGENT NOTICE - OPEN IMMEDIATELY

Seq=677 Cyc= 1up=992399 PC=T

*****AUTO**MIXED AADC 189 C 4 P 4
 WILLIAM M. WRIGHT
 7117 SW ARCHER RD LOT 2407
 GAINESVILLE FL 32608-4645



Account Number
000906882 0649211
 Total Amount Due
\$ 2,063.06
 Amount Enclosed
 Due Date
PAST DUE

\$

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

00090688206492110000002063069





Service To:
CLIFTON PRIDGEN
 7117 SW ARCHER RD UNIT 2129
 GAINESVILLE, FL 32608-4635
 Lot: 13261393 Block:

Account Number
001549810 0649144
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

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

Tel: **877.987.2782**
 Fax: **866.780.8292**
 e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **August 12, 2011** Total Amount Due **\$ 541.22** Current Charges Due Date **September 06, 2011**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56576765	5/8	08/09/11	29	Actual	7300	2,300	Gallons
		07/11/11		Actual	5000		
Average Daily Usage = 79 Gallons		Total Days: 29		Total Usage:		2,300	Gallons

Billing Detail

Amount Owed from Last Bill \$ 453.30
 Total Payments Received..... 0.00
Remaining Balance **453.30**
 Water Base Facility Charge Water at Old Rate..... 10.83
 1,586 gallons @ \$0.00731 per gallon 11.59
 Current Water Charges At Old Rate..... 22.42
 Water Base Facility Charge Water at Current Rate 5.75
 Next 714 gallons @ \$0.0062 per gallon 4.43
 Current Water Charges at Current Rate..... 10.18
 Current Water Charges..... 32.60
 Sewer Base Facility Charge Sewer at Old Rate..... 23.46
 1,586 gallons @ \$0.00682 per gallon 10.82
 Current Sewer Charges At Old Rate..... 34.28
 Sewer Base Facility Charge Sewer at Current Rate 11.16
 Next 714 gallons @ \$0.00927 per gallon 6.62
 Current Sewer Charges at Current Rate..... 17.78
 Current Sewer Charges..... 52.06

Utility Tax..... 3.26
Amount Due..... \$ 541.22

Message Center (see reverse side for other information)

- For us, being green comes naturally. That's why we're happy to introduce Aqua Online. Now you can enjoy the convenience of paperless billing while helping us take care of the environment. Visit www.aquaamerica.com/aquaonline today to make the switch!
- The due date refers to current charges and any deferred payment amount only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit, please remember to provide your full 16-digit account number when paying your bill.

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

AQUA Water/Sewer Bill

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

Service To:
CLIFTON PRIDGEN
 7117 SW ARCHER RD UNIT 2129
 GAINESVILLE, FL 32608-4635
 Lot: 13261393 Block:

Account Number
001549810 0649144
 Amount Due **\$ 541.22** Current Charges Due Date **September 06, 2011**

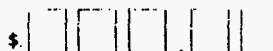
Seq=742 Cyc=33MB 1up=1047538A PC=F

F204 0649144

*****AUTO**5-DIGIT 32608 C 3 P 3
 CLIFTON PRIDGEN
 7117 SW ARCHER RD LOT 2129
 GAINESVILLE FL 32608-4635



Amount Enclosed



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

00154981006491440000000541229



D.1-2



Aqua America, Inc.
762 Lancaster Avenue
Bryn Mawr, PA 19010-3489



Payment Arrangement Letter

Regarding: Aqua Account Number: 001549810 0649144

08/22/2011

Dear Customer,

This letter confirms the agreed upon payment arrangement terms that are described below:

Total Balance Due: \$541.22
Total Payment Arrangement Balance: \$541.22
Payment Arrangement Was Made On: August 22, 2011
Down Payment: \$115.00
Installment Payment: \$142.07, for 3 months
Due Date of Payment: August 31, 2011
Due Date of Installment Payment(s): 30th of each month beginning September 30, 2011

Also, it is important for you to know:

1. Each monthly installment payment must be received on or before the installment due date stated above. Please allow 7 days for mailing and processing time. Please write the Aqua account number on all payments.
2. Your current monthly bill amount found under the Billing Detail section of your bill is due each month on or before the due date listed on that bill. The current monthly bill amount is equal to the Amount Due minus the Amount Owed from Last Bill-Balance. Please note, the current monthly bill due date is different than the due date of your monthly installment(s) and you will need to send two payments to Aqua. One payment for your current bill amount and another payment for your installment amount.
3. This payment arrangement will automatically cancel if either your monthly installment or your current monthly bill amount is received after their due date. This is the only notice you will receive explaining your monthly payment arrangement.
4. Payments are to be mailed to:

AQUA
P.O. Box 1229
Newark, NJ 07101-1229

If you have any questions regarding this payment arrangement, please contact us at 1.877.987.2782 (1.877.WTR.AQUA)

We appreciate this opportunity to be of service to you.

Sincerely

AQUA Customer Service

An Aqua America Company

PAF015 A-4



Aqua America, Inc.
762 Lancaster Avenue
Bryn Mawr, PA 19010-3489

Seq=18

CLIFTON PRIDGEN
7117 SW ARCHER RD UNIT 2129
GAINESVILLE, FL 32608-4635



Service To: **REGINA GENZEL**
7117 SW ARCHER RD UNIT 2421
GAINESVILLE, FL 32608-4646
Lot: 13261485 Block:

Account Number
001772538 0649221
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

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

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

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

Bill Date **August 12, 2011** Total Amount Due **\$ 150.98** Current Charges Due Date **September 06, 2011**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56585683	5/8	08/09/11 07/10/11	30	Actual Actual	1675700 1670700	5,000	Gallons
Average Daily Usage = 166 Gallons		Total Days: 30		Total Usage:		5,000	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 0.00	Turn On Fee	22.00
Total Payments Received	0.00	Utility Tax	5.15
Remaining Balance	0.00	Amount Due	\$ 150.98
Water Base Facility Charge Water at Old Rate	11.00		
3,500 gallons @ \$0.00731 per gallon	25.59		
Current Water Charges At Old Rate	36.59		
Water Base Facility Charge Water at Current Rate	5.56		
Next 1,500 gallons @ \$0.0062 per gallon	9.30		
Current Water Charges at Current Rate	14.86		
Current Water Charges	51.45		
Sewer Base Facility Charge Sewer at Old Rate	23.81		
3,500 gallons @ \$0.00682 per gallon	23.87		
Current Sewer Charges At Old Rate	47.68		
Sewer Base Facility Charge Sewer at Current Rate	10.79		
Next 1,500 gallons @ \$0.00927 per gallon	13.91		
Current Sewer Charges at Current Rate	24.70		
Current Sewer Charges	72.38		

June 8th / Regina

*9/8 - lot 2210 - North Coast
 TJ 9/6/11
 3.5 business probably not be charged*

Message Center (see reverse side for other information)

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

AQUA Water/Sewer Bill

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

Service To:
REGINA GENZEL
7117 SW ARCHER RD UNIT 2421
GAINESVILLE, FL 32608-4646
Lot: 13261485 Block:

Account Number
001772538 0649221

Amount Due **\$ 150.98** Current Charges Due Date **September 06, 2011**

Amount Enclosed



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

Seq=40824 Cyc=33M9 1up=1047538 40824 1 MB 0.390

0649221

*****AUTO**MIXED AADC 189 C 108 P 154
 REGINA GENZEL
 7117 SW ARCHER RD LOT 2421
 GAINESVILLE FL 32608-4646



00177253806492210000000150981



D:1-2

00013



Service To:
BENJAMIN D. ANDERSON
7117 SW ARCHER RD UNIT 2629
GAINESVILLE, FL 32608-4658
Lot: 13261476 Block:

Account Number
001399374 064928
 ARREDONDO FARMS
 1336568 PWSID # FL201004:

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

Tel: **877.987.2782**
 Fax: **877.780.8292**
 e Mail: **custserv@aquaaamerica.com**

Questions about your water/sewer service?... Contact us before the due
 Bill Date **April 12, 2011** Total Amount Due **\$ 103.58** Current Charges Due Da **May 04, 2011**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Unit
56585698	5/8	04/08/11	30	Actual	231700	3,400	Ga
		03/09/11		Actual	228300		
Average Daily Usage = 113 Gallons		Total Days: 30		Total Usage:		3,400	Ga

Billing Detail

Amount Owed from Last Bill	\$ 97.02
Total Payments Received	97.02
Remaining Balance	0.00
Water Base Facility Charge	15.71
3,400 gallons @ \$0.00731 per gallon	24.85
Current Water Charges	40.56
Sewer Base Facility Charge Sewer at Old Rate	25.99
2,493 gallons @ \$0.00711 per gallon	17.72
Current Sewer Charges At Old Rate	43.71
Sewer Base Facility Charge Sewer at Current Rate	9.07
Next 907 gallons @ \$0.00682 per gallon	6.18
Current Sewer Charges at Current Rate	15.25
Current Sewer Charges	58.96
Utility Tax	4.06
Amount Due	\$ 103.58

Message Center (see reverse side for other information)

- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper cred please remember to provide your full 16-digit account number when paying your bill.

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

AQUA Water/Sewer Bill

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

Service To:
BENJAMIN D. ANDERSON
7117 SW ARCHER RD UNIT 2629
GAINESVILLE, FL 32608-4658
Lot: 13261476 Block:

Account Number
001399374 0649281
 Amount Due **\$ 103.58** Current Charges Due Date **May 04, 2011**
 Amount Enclosed

Seq=39513 Cyc=33M9 1up=998110 39513 1 AV 0.335

0649281

*****AUTO**5-DIGIT 32608 C 122 P 143
BENJAMIN D. ANDERSON
7117 SW ARCHER RD LOT 2629
GAINESVILLE FL 32608-4658



\$

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

00139937406492810000000103587



D:1-2



Service To:
WILLIAM M. WRIGHT
 7117 SW ARCHER RD UNIT 2407
 GAINESVILLE, FL 32608-4645
 Lot: 13261505 Block:

Account Number
000906882 0649211
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

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

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

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **June 13, 2011** Total Amount Due **\$ 1,391.84** Current Charges Due Date **July 05, 2011**

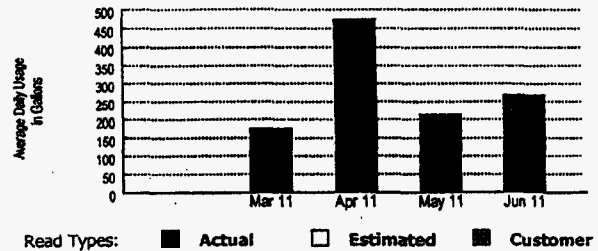
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56584511	5/8	06/09/11	31	Actual	255100	8,500	Gallons
		05/09/11		Actual	246600		
Average Daily Usage = 274 Gallons		Total Days: 31		Total Usage:		8,500	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 1,299.85
Total Payments Received	75.00
Remaining Balance	1,224.85
Water Base Facility Charge	15.71
5,000 gallons @ \$0.00731 per gallon	36.55
Next 3,500 gallons @ \$0.00898 per gallon	31.43
Current Water Charges	83.69
Sewer Base Facility Charge	34.01
6,000 gallons @ \$0.00682 per gallon	40.92
Next 2,500 gallons @ \$0.00 per gallon	0.00
Current Sewer Charges	74.93
Utility Tax	8.37
Amount Due.....	\$ 1,391.84

Water Usage History



Message Center (see reverse side for other information)

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

AQUA Water/Sewer Bill

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

Service To:
WILLIAM M. WRIGHT
 7117 SW ARCHER RD UNIT 2407
 GAINESVILLE, FL 32608-4645
 Lot: 13261505 Block:

Account Number
000906882 0649211
 Amount Due **\$ 1,391.84** Current Charges Due Date **July 05, 2011**

Seq=18 Cyc=33M9 1up=1021685A PC=BLCR

BLCR 0649211

WILLIAM M. WRIGHT
 7117 SW ARCHER RD LOT 2407
 GAINESVILLE FL 32608-4645



Amount Enclosed
 \$,

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

00090688206492110000001391849





Service To:
WILLIAM M. WRIGHT
7117 SW ARCHER RD UNIT 2407
GAINESVILLE, FL 32608-4645
Lot: 13261505 Block:

Account Number
000906882 0649211
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

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

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

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **August 12, 2011** Total Amount Due **\$ 516.43** Current Charges Due Date **September 06, 2011**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56584511	5/8	08/09/11	29	Actual	271600	8,100	Gallons
		07/11/11		Actual	263500		
Average Daily Usage = 279 Gallons		Total Days: 29		Total Usage:		8,100	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 1,482.84	Sewer Base Facility Charge Sewer at Current Rate	11.16
Total Payments Received	335.20	Next 1,862 gallons @ \$0.00927 per gallon	17.26
Remaining Balance	1,147.64	Next 652 gallons @ \$0.00 per gallon	0.00
Adjustments	797.76 Credit	Current Sewer Charges at Current Rate	28.42
Water Base Facility Charge Water at Old Rate	10.83	Current Sewer Charges	80.10
3,448 gallons @ \$0.00731 per gallon	25.21	Utility Tax	7.86
Next 2,138 gallons @ \$0.00898 per gallon	19.20	Amount Due	\$ 516.43
Current Water Charges At Old Rate	55.24		
Water Base Facility Charge Water at Current Rate	5.75		
Next 1,862 gallons @ \$0.0062 per gallon	11.54		
Next 652 gallons @ \$0.0093 per gallon	6.06		
Current Water Charges at Current Rate	23.35		
Current Water Charges	78.59		
Sewer Base Facility Charge Sewer at Old Rate	23.46		
4,138 gallons @ \$0.00682 per gallon	28.22		
Next 1,448 gallons @ \$0.00 per gallon	0.00		
Current Sewer Charges At Old Rate	51.68		

166.55

*55.24
78.59

133.83*

Message Center (see reverse side for other information)

- For us, being green comes naturally. That's why we're happy to introduce Aqua Online. Now you can enjoy the convenience of paperless billing while helping us take care of the environment. Visit www.aquaaamerica.com/aquaonline today to make the switch!
- The due date refers to current charges and any deferred payment amount only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit, please remember to provide your full 16-digit account number when paying your bill.

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

AQUA Water/Sewer Bill

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

Service To:
WILLIAM M. WRIGHT
7117 SW ARCHER RD UNIT 2407
GAINESVILLE, FL 32608-4645
Lot: 13261505 Block:

Account Number
000906882 0649211
 Amount Due **\$ 516.43** Current Charges Due Date **September 06, 2011**

Seq=76 Cyc=33M9 1up=1047538A PC=BLCR

BLCR 0649211

WILLIAM M. WRIGHT
 7117 SW ARCHER RD LOT 2407
 GAINESVILLE FL 32608-4645



Amount Enclosed

\$

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

00090688206492110000000516431





WILLIAM M. WRIGHT
7117 SW ARCHER RD UNIT 2407
GAINESVILLE, FL 32608-4645

Account Number
000906882 0649211
ARREDONDO FARMS
1336568 F123

Aqua Utilities Florida, Inc.
762 W. LANCASTER AVENUE
BRYN MAWR, PA 19010-3489

Tel: 877.987.2782
Fax: 866.780.8301
eMail: custserv@aquamerica.com

10 Day Shut Off Notice
COLLECTION DEPARTMENT OFFICE HOURS ARE
7:30 AM - 5:00 PM WEEKDAYS

Date of Notice	Shut Off Date	Total Amount Due
June 23, 2011	July 6, 2011	\$ 1,224.85

Your bill for \$ 1,224.85 is overdue. Because your bill is overdue, we will SHUT OFF service to:
7117 SW ARCHER RD UNIT 2407 after 8:00 AM on or after July 6, 2011.

To stop the shut off, you must do the following immediately:

1. Pay the total amount overdue. To pay by phone, call our toll free number at 866.269.2906 or go to the payment website at <https://paynow7.speedpay.com/aqua/index.asp>.
2. Contact Aqua at 877.987.2782 (Select Collections) to let us know that you made a payment, to make a payment arrangement, or to dispute the overdue bill. You can also contact Aqua at our address above.
3. Call 877.987.2782 (Select Collections) if you or someone in your home has a serious illness or a medical condition

Important Notice: Payments will not be accepted by Aqua representatives visiting the property. To avoid service termination due to unpaid bill(s), you must make payments at an authorized payment location. For the nearest location, please call 877.987.2782 (Select Collections). If we shut off your service, you may have to pay the following charges to have service restored:

Overdue amount:	\$ 1,224.85
Reconnect Fee:	35.00
Service Deposit (If required):	50.00
Total if we shut off your service:	\$ 1,309.85

If your service is shut off for non-payment, after making the required payment you must contact Aqua at 877-987-2782 and schedule to have your service reconnected. Your service will be reconnected in accordance with your state approved utility regulations. In most cases service will not be restored until the next business day after your required payment amount has been confirmed.



Aqua Utilities Florida, Inc.
PO Box 328 • BRYN MAWR, PA 19010-0328
URGENT NOTICE - OPEN IMMEDIATELY

Seq=036 Cyo= 1up=1028891 PC=T

*****AUTO**MIXED AADC 189 C 5 P 9
WILLIAM M. WRIGHT
7117 SW ARCHER RD LOT 2407
GAINESVILLE FL 32608-4645



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

Service To:
WILLIAM M. WRIGHT
7117 SW ARCHER RD UNIT 2407
GAINESVILLE, FL 32608-4645

Account Number
000906882 0649211
Total Amount Due **\$ 1,224.85** Due Date **PAST DUE**

Amount Enclosed

\$

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

00090688206492110000001224851



lot 2647

Dear Mallory Starling,

Thank you very much for taking an interest in the quality of the utilities provided here at Arredondo Farms. My wife and I have been active in this issue for a while, dating back to the previous management of this community. Please allow me to detail some of the experiences we have had while involved.

- attended commission hearings on the matter
- presented water test findings which were in opposition to the Aqua tests that were presented
- told the Aqua CEO to his face that we would not serve him a glass of his own water...he did not seem to care
- were able to have the local TV news channel do a story on it and even come out to film within the community
- were told by Aqua officials that to correct the issues would cost more money than they were willing to spend and that I should purchase a whole house filtration system at my own expense with no possible credit to any future bill
- received water boil notices days after the precaution had been in effect
- poor customer service, billing errors, and "flushing credits" that were never applied

I could continue but I think you get the point. It seems that your company cares much more than the previous company and hearing that you will have representatives and attorneys present lends me some hope. I hope you are able to bring many residents with you as well! Unfortunately I must be at work on the specified date and time to earn the money necessary to pay Aqua's outrageous fee - a fee that I might not actually mind paying if their service matched the price. I wish you and your team the best of luck at the hearing. Please keep us updated on your progress and any future events. Please feel free to read this letter to the commission in our absence. Thank you for being pro-active.

Ryan & Maria Hurley

September 8, 2011

Alachua County Public Health Department
224 SE 24th Street
Gainesville, FL 32604

PUBLIC HEARING REGARDING ARREDONDO FARMS ISSUES WITH AQUA UTILITIES

As residents of Arredondo Farms, we received a letter from the Community Manager, Mallory Starling, about the public hearing that will be held on September 12, 2011. Since, we will not be able to participate, and we were encouraged by our Community Manager to submit any issues with the service provided by Aqua Utilities to the PSC via e-mail, we decided to at least participate by letting you know about some issues that probably some other residents are having.

During the second half of 2010, our pipes exploded twice, because they were completely clogged by sediments. A few months after that, our water heater wasn't working properly until finally, it didn't work at all. My husband drained the water heater to try to fix it, it had so much sediment that in order for him to take it out of the house he had to wait until the water was all out of the heater to begin taking all that white stuff out (inside the house). The sedimentation was so bad that the water heater could not be fixed, so we had to buy a new one. When our neighbor from 2712 saw all the sediment that was inside the water heater told us that Arredondo Farms was having problems with the quality of the water, to put everything inside a zip lock, and take it to the office, we kept it, but at the end we never took it to the office.

People who live here, like us, have limited financial resources, so for us fixing our pipes, buying water heaters, or just changing toilets, bathtubs frequently because of the quality of the water it's not an option.

Hector & Mayda Otero
7117 SW Archer Rd. Lot 2513
Gainesville, FL 32608

To whom it concerns;

8/25/2011

We regret to tell you that we will no longer be renting from YES! Communities. Our lot # is 2515

The reasoning for this, is because between the cost of rent and utilities our single income does not supplement the financial needs.

We have already made arrangements with family in New York. We will be leaving the premises no later than 9/3/2011.

We are aware that there is a remaining amount due of \$400.00 left for August Rent.

We are not able to pay for that at this time, being that we have to make the arrangements to move out of here.

I would hope that we can establish a payment arrangement with you to pay off the \$400.00.

OR →

our forwarding address is

323 c/hwy 158
Johnstown, NY 12095

attached is our clay and
Aqua bills and you
will see how outrageous
the amount is.

Juan Fre
Jennifer Fre

Any questions
Please call

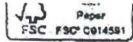
352 226 3362

Jennifer Fre
2515



Service To:
YES COMMUNITIES
 7117 SW ARCHER RD UNIT ENTRM
 GAINESVILLE, FL 32608
 ENTRANCE
 Lot: 13281343 Block:

Account Number
001451896 0649391
 ARREDONDO FARMS
 1336568 PWSID # FL2010042



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

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

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **July 13, 2011**
 Total Amount Due **\$ 187.42**
 Current Charges Due Date **August 04, 2011**

Meter Data

Meter	Size	Billing Period - Days	Read Type	Meter Readings	Usage	Units
56585541	5/8	07/11/11 - 32 06/09/11	Actual Actual	212900 205100	7,800	Gallons
Average Daily Usage = 243 Gallons		Total Days: 32	Total Usage:		7,800	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 96.66
Total Payments Received	96.66
Remaining Balance	0.00
Water Base Facility Charge	15.71
7,800 gallons @ \$0.00842 per gallon	65.68
Current Water Charges	81.39
Sewer Base Facility Charge	34.01
7,800 gallons @ \$0.00819 per gallon	63.88
Current Sewer Charges	97.89
Utility Tax	8.14
Amount Due	\$ 187.42

*THIS IS 12216 mm
NO SURGE!!*

Bank Deposit by 10/10/11
 10/11/11
 10/11/11

Message Center (see reverse side for other information)

- For us, being green comes naturally. That's why we're happy to introduce Aqua Online. Now you can enjoy the convenience of paperless billing while helping us take care of the environment. Visit www.aquaservice.com/aquaonline today to make the switch!
- The due date refers to current charges and any deferred payment amount only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit, please remember to provide your full 16-digit account number when paying your bill.

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

PAPS15-A-4

AQUA Water/Sewer Bill

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

Service To:
YES COMMUNITIES
 7117 SW ARCHER RD UNIT ENTRM
 GAINESVILLE, FL 32608
 ENTRANCE

Account Number: 261343 Block:
001451896 0649391

Amount Due **\$ 187.42**
 Current Charges Due Date **August 04, 2011**

Amount Enclosed

\$

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

Seq:41395 Cyl:32M9 Tup:1034255 41395 1 MB 0.390

0646391

*****AUTO**MIXED AADC 189 C 109 P 133
 YES COMMUNITIES
 PO BOX 680541
 CHARLOTTE NC 28216-0010



001451896064939100000000187429



D-1-2

AQUA

Marzo → \$111.93
1827709

Service To:
AURORA FUENTES
7117 SW ARCHER RD UNIT 2401
GAINESVILLE, FL 32608-4645
Lot: 13261503 Block:

Account Number
001576507 0649206
ARREDONDO FARMS
1336568 PWSID # FL2010042

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489
Tel: 877.987.2782
Fax: 866.780.8292
e Mail: custserv@aquazamerica.com

Questions about your water/sewer service?... Contact us before the due date.
Bill Date
December 15, 2010 \$ 104.78
Total Amount Due
Current Charges Due Date
January 06, 2011

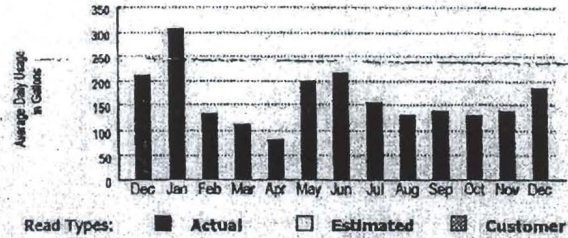
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56585901	5/8	12/13/10	33	Actual	156000	6,200	Gallons
		11/10/10		Actual	149800		
Average Daily Usage = 187 Gallons		Total Days: 33		Total Usage:		6,200	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 85.69
Total Payments Received	85.69
Remaining Balance	0.00
Water Base Facility Charge	15.71
5,000 gallons @ \$0.00731 per gallon	36.55
Next 1,200 gallons @ \$0.00898 per gallon	10.78
Current Water Charges	63.04
Sewer Base Facility Charge	35.44
Current Sewer Charges	35.44
Utility Tax	6.30
Amount Due	\$ 104.78

Water Usage History



Message Center (see reverse side for other information)

- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

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

AQUA Water/Sewer Bill

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

Service To:
AURORA FUENTES
7117 SW ARCHER RD UNIT 2401
GAINESVILLE, FL 32608-4645
Lot: 13261503 Block:

Account Number
001576507 0649206

Amount Due
\$ 104.78
Current Charges Due Date
January 06, 2011

Amount Enclosed

\$

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

Seq=31735 Cvc=33M9 1up=849591 31735 1 AV 0.335

*****AUTO**5-DIGIT 32608 C 88 P 97
AURORA FUENTES
7117 SW ARCHER RD LOT 2401
GAINESVILLE FL 32608-4645



#107.98
1721845
0649206

00157650706492060000000104784





Service To:
AURORA FUENTES
7117 SW ARCHER RD UNIT 2401
GAINESVILLE, FL 32608-4645
Lot: 13261503 Block:

Account Number
001576507 0649206
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

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

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

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

Bill Date **June 06, 2011** Total Amount Due **\$ 601.63** Current Charges Due Date **June 28, 2011**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56585901	5/8	05/09/11	333	Actual	194900	66,100	Gallons
		06/10/10		Actual	128800		
Average Daily Usage = 198 Gallons		Total Days: 333		Total Usage:		66,100	Gallons

Billing Detail

Amount Due..... **\$ 601.63**

Amount Owed from Last Bill	\$ 137.93
Total Payments Received	0.00
Remaining Balance	137.93
Adjustments	1,137.25 Credit
Water Base Facility Charge	174.38
55,500 gallons @ \$0.00731 per gallon	405.71
Next 10,600 gallons @ \$0.00898 per gallon	95.24
Current Water Charges	675.33
Sewer Base Facility Charge Sewer at Old Rate	346.13
58,335 gallons @ \$0.00711 per gallon	414.79
Current Sewer Charges At Old Rate	760.92
Sewer Base Facility Charge Sewer at Current Rate	44.21
Next 7,765 gallons @ \$0.00682 per gallon	52.96
Current Sewer Charges at Current Rate	97.17
Current Sewer Charges	858.09
Utility Tax	67.53

Message Center (see reverse side for other information)

- **LONG BILL ALERT** - This bill covers a greater number of days of service than your normal bill. If you require payment arrangements, please call 877.987.2782.
- For us, being green comes naturally. That's why we're happy to introduce Aqua Online. Now you can enjoy the convenience of paperless billing while helping us take care of the environment. Visit www.aquaaamerica.com/aquaonline today to make the switch!
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Keep top portion for your records.
 Return this portion with your payment.

AQUA Water/Sewer Bill

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

Service To:
AURORA FUENTES
7117 SW ARCHER RD UNIT 2401
GAINESVILLE, FL 32608-4645
Lot: 13261503 Block:

Account Number
001576507 0649206
 Amount Due **\$ 601.63** Current Charges Due Date **June 28, 2011**

Amount Enclosed
 \$

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

Seq=52 Cyc=1up=1018691A PC=MISP

MISP 0649206

AURORA FUENTES
 7117 SW ARCHER RD LOT 2401
 GAINESVILLE FL 32608-4645



00157650706492060000000601639





Service To:
KARINA PRINCIPE-FELICIANO
 7117 SW ARCHER RD UNIT 82
 GAINESVILLE, FL 32608

Account Number
001622118 1113712
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

82 - Brock
 same usage

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

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

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

Bill Date **February 10, 2011** Total Amount Due **\$ 80.87** Current Charges Due Date **March 04, 2011**

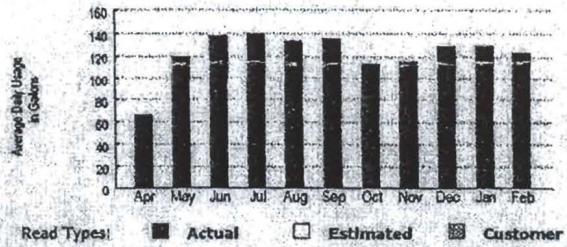
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56584217	5/8	02/08/11	28	Actual	106600	3,500	Gallons
		01/11/11		Actual	103100		
Average Daily Usage = 125 Gallons		Total Days: 28		Total Usage:		3,500	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 83.28
Total Payments Received	83.28
Remaining Balance	0.00
Water Base Facility Charge	15.71
3,500 gallons @ \$0.00731 per gallon	25.59
Current Water Charges	41.30
Sewer Base Facility Charge	35.44
Current Sewer Charges	35.44
Utility Tax	4.13
Amount Due	\$ 80.87

Water Usage History



Message Center (see reverse side for other information)

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

AQUA Water/Sewer Bill

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

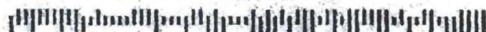
Service To:
KARINA PRINCIPE-FELICIANO
 7117 SW ARCHER RD UNIT 82
 GAINESVILLE, FL 32608

Account Number
001622118 1113712
 Amount Due **\$ 80.87** Current Charges Due Date **March 04, 2011**

Seq=36718 Cyc=33M9 1up=072917 36716 1 AV 0.335

1113712

*****AUTO**5-DIGIT 32608 C 90 P 121
 KARINA PRINCIPE-FELICIANO
 7117 SW ARCHER RD LOT 82
 GAINESVILLE FL 32608-4618



Amount Enclosed

\$

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

00162211811137120000000080874



n12



Service To:
KARINA PRINCIPE-FELICIANO
7117 SW ARCHER RD UNIT 82
GAINESVILLE, FL 32608

Account Number
001622118 1113712
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

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

Tel: **877.987.2782**
 Fax: **866.780.8292**
 e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **June 06, 2011** Total Amount Due **\$ 398.80** Current Charges Due Date **June 28, 2011**

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	56584217	5/8	05/09/11	333	Actual	119300	44,100	Gallons
			06/10/10		Actual	75200		
Average Daily Usage = 132 Gallons			Total Days: 333		Total Usage:		44,100	Gallons

Billing Detail

Amount Owed from Last Bill.....	\$ 82.65
Total Payments Received.....	0.00
Remaining Balance.....	82.65
Adjustments.....	932.80 Credit ---
Water Base Facility Charge.....	174.38
44,100 gallons @ \$0.00731 per gallon.....	322.34
Current Water Charges.....	496.72
Sewer Base Facility Charge Sewer at Old Rate.....	346.13
38,920 gallons @ \$0.00711 per gallon.....	276.69
Current Sewer Charges At Old Rate.....	622.82
Sewer Base Facility Charge Sewer at Current Rate.....	44.21
Next 5,180 gallons @ \$0.00682 per gallon.....	35.33
Current Sewer Charges at Current Rate.....	79.54
Current Sewer Charges.....	702.38
Utility Tax.....	49.67
Amount Due.....	\$ 398.80

Message Center (see reverse side for other information)

- **LONG BILL ALERT** - This bill covers a greater number of days of service than your normal bill. If you require payment arrangements, please call 877.987.2782.
- For us, being green comes naturally. That's why we're happy to introduce Aqua Online. Now you can enjoy the convenience of paperless billing while helping us take care of the environment. Visit www.aquaamerica.com/aquaonline today to make the switch!
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Keep top portion for your records.
 Return this portion with your payment.

AQUA Water/Sewer Bill

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

Service To:
KARINA PRINCIPE-FELICIANO
7117 SW ARCHER RD UNIT 82
GAINESVILLE, FL 32608

Account Number
001622118 1113712
 Amount Due **\$ 398.80** Current Charges Due Date **June 28, 2011**

Amount Enclosed

\$

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

Seq=49 Cyc=1up=1018691A PC=MISP

MISP 1113712

KARINA PRINCIPE-FELICIANO
 7117 SW ARCHER RD LOT 82
 GAINESVILLE FL 32608-4618



00162211811137120000000398808





Yes! com.
USAGE.
R02

Water and Sewer Utility Services Complaint Form

201
Consumer
Rec'd.

Date: 12-6-10

*Name: Monica Thomas

*Address: 7117 Sw Archer Rd 2321
Gainesville FL 32608

Telephone: 352 353-9357

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 001453107 1054789

*Reason of complaint (check all that apply):

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

smell Bleach in water, high water and sewer bill just gotten for Dec. 06 2010 \$997.97 water was leaking for gauge it was reported

*Signature: Monica Thomas

You may also use the following methods to file a complaint with Florida Public Service Commission:

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

*Required field



Service To:
MONICA H. THOMAS
 7117 SW ARCHER RD UNIT 2321
 GAINESVILLE, FL 32608-3948

Account Number
001453107 1054789
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

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

Tel: **877.987.2782**
 Fax: **866.780.8292**
 e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **November 12, 2010** Total Amount Due **\$ 997.97** Current Charges Due Date **December 06, 2010**

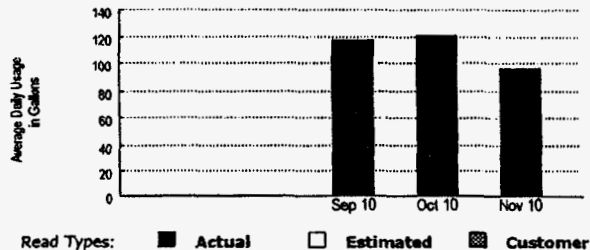
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56585669	5/8	11/10/10	30	Actual	165700	2,900	Gallons
		10/11/10		Actual	162800		
Average Daily Usage = 96 Gallons		Total Days: 30		Total Usage:		2,900	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 931.31
Total Payments Received.....	40.00
Remaining Balance	891.31
Water Base Facility Charge	15.71
2,900 gallons @ \$0.00731 per gallon	21.20
Current Water Charges.....	36.91
Sewer Base Facility Charge	35.44
2,900 gallons @ \$0.00711 per gallon	20.62
Current Sewer Charges.....	56.06
Late Charge.....	10.00
Utility Tax.....	3.69
Amount Due.....	\$ 997.97

Water Usage History



SEPT 10

switch target charges base late

Jan 09

12 months sewer charged

- AT K-HAS.
- SHUT WORK OFF
- NO PAYMENT FROM
- DID NOT CATCH SCALE
- KID'S HAD TO GO TO GEMMA'S

Message Center (see reverse side for other information)

The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

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

AQUA Water/Sewer Bill

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

Service To:
MONICA H. THOMAS
 7117 SW ARCHER RD UNIT 2321
 GAINESVILLE, FL 32608-3948

Account Number
001453107 1054789
 Amount Due **\$ 997.97** Current Charges Due Date **December 06, 2010**

Seq=29874 Cyc=33M9 1up=937159 29874 1 AV 0.335

1054789

*****AUTO**5-DIGIT 32608 C 6B P 71
 MONICA H. THOMAS
 7117 SW ARCHER RD LOT 2321
 GAINESVILLE FL 32608-4642

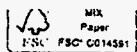


Amount Enclosed
 \$

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

00145310710547890000000997975





AQUA

Service To:
AMANDA BOYCE
7117 SW ARCHER RD UNIT 2603
GAINESVILLE, FL 32608-4721
Lot: 13261461 Block:

Account Number
001746507 0649258
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

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

Tel: **877.987.2782**
 Fax: **877.780.8292**
 e Mail: **custserv@aquamerica.com**

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **May 11, 2011**
 Total Amount Due **\$ 319.65**
 Current Charges Due Date **June 02, 2011**

Meter Data

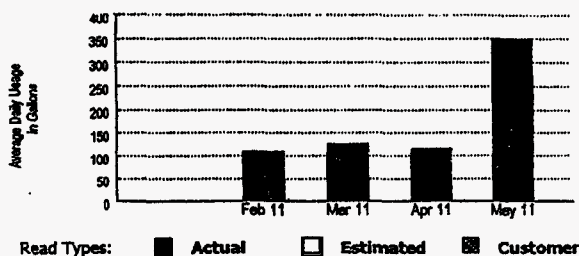
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56584447	5/8	05/09/11	31	Actual	334400	11,000	Gallons
		04/08/11		Actual	323400		
Average Daily Usage = 354 Gallons		Total Days: 31		Total Usage:		11,000	Gallons

Billing Detail

Amount Due..... **\$ 319.65**

Amount Owed from Last Bill	\$ 223.90
Total Payments Received	198.79
Remaining Balance	25.11
Water Base Facility Charge	15.71
5,000 gallons @ \$0.00731 per gallon	36.55
Next 5,000 gallons @ \$0.00898 per gallon	44.90
Next 1,000 gallons @ \$0.02067 per gallon	20.67
Current Water Charges	117.83
Sewer Base Facility Charge	34.01
6,000 gallons @ \$0.00682 per gallon	40.92
Next 5,000 gallons @ \$0.00 per gallon	0.00
Current Sewer Charges	74.93
Late Charge	5.00
Violation Reconnection Fee	35.00
Deposit	50.00
Utility Tax	11.78

Water Usage History



Message Center (see reverse side for other information)

- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by the end of June and would like to receive a free copy, please call 1.877.WTR.AQUA or visit our website at www.aquautilitiesflorida.com to view your report.
- The due date refers to current charges and any deferred payment amount only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit, please remember to provide your full 16-digit account number when paying your bill.

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

AQUA Water/Sewer Bill

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

Service To:
AMANDA BOYCE
7117 SW ARCHER RD UNIT 2603
GAINESVILLE, FL 32608-4721
Lot: 13261461 Block:

Account Number
001746507 0649258

Amount Due **\$ 319.65** Current Charges Due Date **June 02, 2011**

Amount Enclosed

\$

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

Seq=37361 Cyo=33M9 1up=1009473 37361 1 AV 0.340

0649258

*****AUTO***5-DIGIT 32608 C 112 P 125
 AMANDA BOYCE
 7117 SW ARCHER RD LOT 2603
 GAINESVILLE FL 32608-4654



00174650706492580000000319652



014

00029

Flow Florida

www.flowflorida.com

From: Frank Reams [freams@tampabay.rr.com]
Sent: Tuesday, December 07, 2010 7:32 PM
To: Angie Orfield
Subject: Re: Aqua Water

Thanks very much Angie,

Would love to speak with Kim.

I also have the full commission complaint registered with the Florida PSC for the following folks who live in you community. March 15 thru October 15 am going to request the full year sure there will be more from your area.

**Lee Mathvin
Ana Clayton
Sheila Thomas
Virginia Witt
Cleveland McGill
Debbie Torrence
Tim Tyler**

As time permits I plan to contact these folks to see if they are satisfied with the performance of Aqua In responding to there issues, and how they view the help received from the Florida Public Serviv Commission.

We are leaving no stone unturned in our efforts to make in hot for Aqua In Tallahassee.

Thanks for the update

Frank

From: Frank Reams [freams@tampabay.rr.com]
Sent: Friday, December 03, 2010 7:50 AM
To: Angie Orfield
Subject: Re: Aqua Water

Angle,

Send me one or two email addresses of some of the residents so we can get some information flowing, Also is there a Home Owners Association associated with this development. We have an introductory letter soon to be mailed to all who spoke at several of the recent field hearings hosted by the Florida Public Service commission staff and the Office of Public Counsel. In

addition we are sending another memo to every HOA that we can get names and addresses of Officers.

Also working with two Representatives and one Senator to get some time with the oversight committees in both houses who have responsibility for the PSC.

**Thanks Frank
813-779-3661
813-598-0701**

AQUA Form Letter Responses
Arredondo Farms

Resident	Date	SOS	Status 12/7	Lot	Phone #	Account #	Poor Water
Barbara Walsh	Jul-10	ROL		4	352-505-6248	001431788-0649336	x
Patricia Samuels	Jul-10	RO		13	352-375-8993	000906697-0649056	x
Betty Woodard	Jul-10	RO		15	352-225-3110	000906720-0649076	x
Chris Niblett	Jul-10	RO		24	352-219-6343	000906875-0649204	x
Raymond Garone	Jul-10	ORH		26	352-258-8657	001575808-0649254	x
Brenda Lee Dangler	Jul-10	ROL		40	352-339-2257		x
Thomas Troy	Jul-10	ROL		42	352-271-4444	000907033-0649339	x
Tasha Tanner	Jul-10	ORH	Moved Out	58	352-225-0708	001599616-0649354	
Barry Silver	Jul-10	ROL		72	352-871-4128	000907064-0649366	x
Ron Bolton	Jul-10	ROL		74	352-262-8019	000907065-0649367	
Kristina Leggett	Jul-10	ROL		90	352-278-3366	000907081-0649381	
Justin Houlker	Jul-10	ROL		97	352-494-7931	000907088-0649387	x
Kathy Milligan	Jul-10	ORH	Moved Out	100	352-377-3641	001571291-0649025	
Mary Washington Atkins	Jul-10	ROL		110	352-238-8967	000906676-0649036	x
Linda Mickle	Jul-10	RO		111	352-335-4076	000906677-0649037	
Stephanie Messick	Jul-10	RTO		115	352-870-2363	001571612-0649041	x
Anthony Carrion	Jul-10	ROL		121	352-318-1764	000906688-0649048	x
Mary Armetta	Jul-10	ROL		124	352-225-3112	000906691-0649051	x
Kaitlyn Smith	Jul-10	ORH		136	352-745-8724	001664365-0649055	x
Earl McKeever	Jul-10	ORH		137	352-225-3114	001600229-0649063	x
Ida Cadenas	Jul-10	ROL		2405	904-966-1564	001394985-0649209	x
William Wright	Jul-10	ROL		2407	352-335-5147	000906882-0649211	x
Beverly Jane Turner	Jul-10	RO		2409	352-226-5997	000906883-0649212	x
Kacie D. Smith	Jul-10	RO		2430	850-579-4629	000906901-0649228	
Virginia Witt	Jul-10	RO		2602	352-375-1213	000906936-0649257	x
Michelle Einmo	Jul-10	ROL		2604	352-374-9555	000906939-0649259	x
Chelsea Bower	Jul-10	ROL	Moved Out	2605	352-376-3275	001583292-0649260	x
Jennifer Banks	Jul-10	RO	Moved Out	2606	352-505-5797	001624074-0649261	x
Lillian Moretti	Jul-10	RO		2608	352-339-2868	000906945-0649263	x

Debbie Torrance	Jul-10 RO		2611	352-220-9270	001660007-0649266	
Tammie Williams	Jul-10 ORH	Moved Out	2614	352-219-4261	001566633-1086459	
Joan L. Albert	Jul-10 ROL		2700	352-336-1773	000906982-0649295	
Judy Hintermeyer	Jul-10 ROL		2704	352-672-8086	001473456-0649296	x
Rebecca G. Henkle	Jul-10 ROL		2712	352-374-2992	000906988-0649300	x
John Mazzerie	Jul-10 ROL		2802	352-378-2439	000906991-0649303	x
Kathleen Delano	Dec-10 ORH		34	352-871-7205	001612969-0649331	x
Alex Trapp	Dec-10 RO		41	352-870-6162	000907032-0649338	
Eugene Davis	Dec-10 ROL		46	352-240-6596	001410993-1049504	x
Gwendolyn Lechner	Dec-10 RO		76	352-378-6908	000907067-0649369	x
Amber Cosgrove	Dec-10 ORH		85	239-216-7088	001632915-0649376	x
Scott Leggett	Dec-10 ROL		90	352-278-3366	000907081-0649381	x
Elizabeth Vernon	Dec-10 ORH		101	352-642-3908	001628001-0649026	
Lola Ferguson	Dec-10 RO		2010	352-371-9043		x
Rosa Rojas	Dec-10 ROL		2023	352-870-6790	000906770-0649117	
Donald Hainley	Dec-10 ROL		2104	352-264-1239	001546522-0649122	x
Rita Swain	Dec-10 RTO		2109	813-526-5755	001731804-0649127	x
Betty Daniels	Dec-10 ORH		2110	352-792-5046	001680949-0649128	x
Amy Rosamonda	Dec-10 ORH		2119	305-394-1941	001731870-0649136	x
Mary Monagan	Dec-10 RO		2133	352-219-5033	001534491-1087964	
Anna Nova	Dec-10 ORH		2207			
Carla Ivon	Dec-10 ROL		2303		000906846-0649180	x
Randy Andersen	Dec-10 RO		2331	352-682-5443	001474750-0649201	x
Beverly Hansen	Dec-10 RO		2432	352-225-3997	001424819-0649230	x
Tamra Kay Henson	Dec-10 RO		2444	352-283-6396		x
Annette Gibbons	Dec-10 ORH		2446	352-871-5055		
Shirley Ann Hall	Dec-10 ORH		2607	352-301-2416	001612710-0649262	x
John Sacks	Dec-10 ROL		2615	352-871-0197		x
Sarah Beth Ott	Dec-10 RO		2619	352-450-1899	001661664-0649273	x
Tana Lafferty	Dec-10 ROL		2826		000907005-0649314	x
Veronica Green	Dec-10 ORH		100	352-603-4622	001680987-0649025	x
Jane McFarland	Dec-10 ROL		2021	352-213-2442	000906765-0649115	
Derrick Harwood	Dec-10 RTO		115	352-642-4870	001571612-0649051	x
Monica Thomas	Dec-10 ROL		2321	352-353-9357	001453107-1054789	

Joan Albert

Dec-10 ROL

2700

352-336-1773

000906982-06499295

64

00034



RATE
COL
12/13

Water and Sewer Utility Services Complaint Form

Date: 12/6/10

*Name: Joan L. AIBERT

*Address: 7117 SW Archer Road Lot 2700
Gainesville, FL 32608

Telephone: 352 336-1773

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 000906782 0649295

*Reason of complaint (check all that apply):

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

Bill too high for one person.

*Signature: Joan L. Albert

You may also use the following methods to file a complaint with Florida Public Service Commission

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

*Required field



12/12

Water and Sewer Utility Services Complaint Form

Date: 12/7/10

*Name: MICHAEL COCHRAN

*Address: 7117 SW Archer Rd. Lot 11
Gainesville, FL 32608

Telephone: 352-316-5508

*Provider: AQUA Utilities Inc.

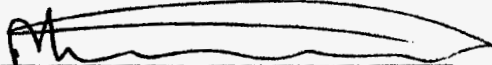
*Account # (found on your water bill): 000906675 0649035

*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter

Other (Please explain)

RATES TOO HIGH. \$70.00 A MONTH AND MORE
IS WAY TOO MUCH FOR A WATER BILL
FOR ONE PERSON. PLUS THE WATER IS HORRIBLE.

*Signature: 

You may also use the following methods to file a complaint with Florida Public Service Commission

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

*Required field



12/13

Water and Sewer Utility Services Complaint Form

Date: 12/3/2010

*Name: MERCEDES FRAGOSO

*Address: 7117 S.W. ARCHER RD. #12
GUILLE, FL. 32608.

Telephone: 371-0507

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 000906686-0649046

*Reason of complaint (check all that apply):

- Poor water quality I BUY WATER TO DRINK & COOK.
- Low water pressure
- Broken water meter
- Other (Please explain)

THE WATER BILL IS EXTREMELY TO HIGH,
I PAY BY MY SELF AND SPEND NO MUCH
WATER, WHY MY BILL IS ALWAYS SO HIGH.
I GOT NO WATER LIQUIN

*Signature: Mercedes Fragoso

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

*Required field



ROL
12/13

Water and Sewer Utility Services Complaint Form

Date: 12-6-10

*Name: Jane McFarland

*Address: 7117 SW Archer Rd # 2021
Gainesville FL 32608

Telephone: 352 213 2442

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 0009067650649115

*Reason of complaint (check all that apply):

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

cost excessive

*Signature: Jane McFarland

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

*Required field

ves!

Rate
2nd
KOL
JK
12/13

Water and Sewer Utility Services Complaint Form

Date 12-2-10

*Name Scott Leggett

*Address: 7117 S.W. Archer Rd

Lot #90

*Telephone: (352) 278-3366

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 000907081 0649381

*Reason of complaint (check all that apply):

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

Rates vary from month to month to high!!

*Signature: Scott Leggett

You can use the following methods to file a complaint with Florida Public Service Commission:

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

Required field

yes!

PAGE
ROL

VK
12/13

Water and Sewer Utility Services Complaint Form

Date 12/3/10

*Name: Eugene DAVIS

*Address: 7117 SW Archer Rd LOT-46
Gainesville FL 32608

Telephone: 352 240-6596

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 0014109931049504

*Reason of complaint (check all that apply):

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

OUTRAGEOUS water Bill
BILL HAS MORE THAN TRIPLE
ALSO THEY ARE CHARGING ME ALMOST 900.00
EXTRA

Signature: Eugene L Davis

Customers use the following methods to file a complaint with Florida Public Service Commission:

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

Reporting field:



Am. m.
RMC
ZMP
com.
KTO
JK
12/3

Water and Sewer Utility Services Complaint Form

Date: Dec. 03, 2010

*Name: Derrick Harwood

*Address: 7117 SW Archer rd lot
#115 Gainesville, FL

Telephone: (352) 642-4870

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 001571612 0649041

*Reason of complaint (check all that apply).

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

Horrible taste, stuff ~~floating~~ floating in
water,
They keep raising prices.

*Signature: [Handwritten Signature]

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

*Required field



ROC
JK
12/13
No. 17

Water and Sewer Utility Services Complaint Form

Date: Dec 6/2010

*Name: Mary Armetta

*Address: 7117 SW Archer Rd #124
Grainesville, FL 32608

Telephone: 352-246-2023

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 000906691 0649051

*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)
egg shell like substance in water

*Signature: Mary Armetta

You may also use the following methods to file a complaint with Florida Public Service Commission

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

*Required field



JK
12/13

Water and Sewer Utility Services Complaint Form

Date: 12-2-10

*Name: VERONICA GREEN

*Address: 7117 SW Archer Rd #100
Gainesville, FL 32608

Telephone: (352) 603-4622

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 001680987 0649025

5000
Gallons

*Reason of complaint (check all that apply):

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

019710

128.00

Bad customer service ASOUT GREEN

WHAT IS GREEN

*Signature: Veronica Green

You may also use the following methods to file a complaint with Florida Public Service Commission

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

* Required field



small
Lime
1 MAIL TO THE
FOX

12/13

Water and Sewer Utility Services Complaint Form

Date: 12-6-10

*Name: Betty Daniels

*Address: 7117 SW Archer Rd
Lot# 2110 Gainesville FL
32608

Telephone: 352-792-5046

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 001680949 0649128

*Reason of complaint (check all that apply):

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

The water is so bad you can't drink it. And my water bill is insane, thier is no way we use that much water.

*Signature: Betty Daniels

You may also use the following methods to file a complaint with Florida Public Service Commission

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

*Required field



Service To:
BETTY DANIELS
 7117 SW ARCHER RD UNIT 2110
 GAINESVILLE, FL 32608-4633
 Lot: 13261565 Block:

Account Number
001680949 0649128
 ARREDONDO FARMS
 1336568 PWSID # FL2010042

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

Tel: **877.987.2782**
 Fax: **866.780.8292**
 e Mail: **custserv@aquaamerica.com**

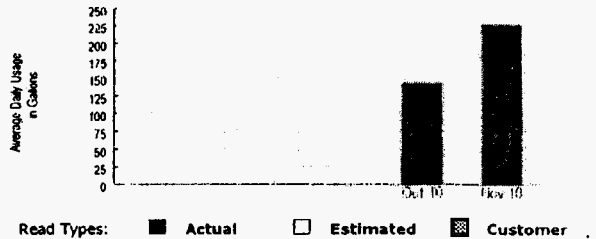
Questions about your water/sewer service?... Contact us before the due date
 Bill Date **November 12, 2010** Total Amount Due **\$ 154.35** Current Charges Due Date **December 06, 2010**

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	
	56582914	5/8	11/10/10	30	Actual	191800	6.900	Gallons
			10/11/10		Actual	184900		
Average Daily Usage = 230 Gallons			Total Days: 30		Total Usage:		6.900	Gallons

Billing Detail

Amount Owed from Last Bill \$ 65.58
 Total Payments Received 65.58
Remaining Balance 0.00
 Water Base Facility Charge 15.71
 5,000 gallons @ \$0.00731 per gallon 36.55
 Next 1,900 gallons @ \$0.00898 per gallon 17.06
 Current Water Charges 69.32
 Sewer Base Facility Charge 35.44
 6,000 gallons @ \$0.00711 per gallon 42.66
 Next 900 gallons @ \$0.00 per gallon 0.00
 Current Sewer Charges 78.10
 Utility Tax 6.93
Amount Due \$ 154.35

Water Usage History



Message Center (see reverse side for other information)

- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

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

AQUA Water/Sewer Bill

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

Service To:
BETTY DANIELS
 7117 SW ARCHER RD UNIT 2110
 GAINESVILLE, FL 32608-4633
 Lot: 13261565 Block:

Account Number
001680949 0649128
 Amount Due **\$ 154.35** Current Charges Due Date **December 06, 2010**

Seq=30021 Cyc=33M9 Iup=937159 30021 1 AV 0.335

0649128

*****AUTO**5-DIGIT 32608 C 68 P 71
 BETTY DANIELS
 7117 SW ARCHER RD LOT 2110
 GAINESVILLE FL 32608-4633



Amount Enclosed



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

00168094906491280000000154357





RD - merge
RD#

[Signature]
12/13

Water and Sewer Utility Services Complaint Form

Date: 12-1-10

*Name: Mary Monaghan

*Address: 7117 SW Archer Rd #2133
Gainesville FL 32608

Telephone: 352-219-5033

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 001534491 1087964

*Reason of complaint (check all that apply):

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

Do not believe meters give accurate readings -
fluctuates between 2000 + 15,500 gallons
per month with no change in usage

*Signature Mary Monaghan

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

*Required field

yes!

Page
Comments

Water and Sewer Utility Services Complaint Form

12/13

Date 11-3-10

*Name Kathleen Delano 34

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

Telephone: 352-271-7205

*Provider: AQUA Utilities Inc.

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

*Reason of complaint (check all that apply):

Poor water quality

Low water pressure

Broken water meter

Other (Please explain)

bills 2 high

*Signature: Kathleen Delano

You may use the following methods to file a complaint with Florida Public Service Commission:

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

Printed Name:



DATE
CUMM

JK
12/13

Water and Sewer Utility Services Complaint Form

Date: 12/05/10

*Name: RITA B SWAIN

*Address: 7117 SW Archer Rd
Lot 2109 Gainesville FL 32609

Telephone: 813-526-5755

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 0017318040647124

*Reason of complaint (check all that apply):

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

Hard water, High Water Bill!

*Signature: Rita B. Swain

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

*Required field

yes!

Form

Water and Sewer Utility Services Complaint Form

Date 12-~~8~~⁶-10

*Name: Carla Ivon

*Address: 717 SW AK Rd Lot 2303
Gainesville FL 32608

Telephone: Required

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 000906846 0649180

*Reason of complaint (check all that apply): .

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

Water Bill to high

Signature Carla Ivon

You may use the following methods to file a complaint with Florida Public Service Commission

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

Required field

yes!

2010

12/13

Water and Sewer Utility Services Complaint Form

Date 12-2-10

*Name Elizabeth Vernon

*Address: 7117 SW Archer RD
Lot 101 Gainesville FL

Telephone: 352-642-3908

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 2016280010649026

*Reason of complaint (check all that apply):

Poor water quality

Low water pressure

Broken water meter

Other (Please explain)

Bill is really high

Signature Elizabeth Vernon

You may use the following methods to file a complaint with Florida Public Service Commission:

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

Consumer field:



Form
12/13

Water and Sewer Utility Services Complaint Form

*Name: Alex Trapp

*Address: 7117 S.W. Anchor Rd.
Lot 41, Gainesville, FL 32608

Telephone: (352) 870-6162

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 000907032 06493388

*Reason of complaint (check all that apply):

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

my Bill went from 38.00 to 60 and I
wasn't at work I don't own a washer

*Signature: Alex Trapp

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

*Required field



Page
Page 10

12/13

Water and Sewer Utility Services Complaint Form

Date: 12-1-10

*Name: Gwendolyn Lechner

*Address: 711 SW Archer Rd #76
Gainesville FL 32608

Telephone: 352-378-6908

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 0009070670649369

*Reason of complaint (check all that apply):

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

Water bill is too high

*Signature Gwendolyn S Lechner

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

*Required field



Lines,
Pages

12/13

Water and Sewer Utility Services Complaint Form

Date: 12/16/2010

*Name: Lolita Ferguson

*Address: 4117 S.W. Archer Rd - 2010
Gainesville FL 32608

Telephone: (352) 391-9043

*Provider: AQUA Utilities Inc.

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

*Reason of complaint (check all that apply):

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

I had to replace my hot water, do to sand inside the tank. I also had to get all the line replace in my yard with iron, and you could the sand spurt over the floor the way, I report this to Aqua several times you give

*Signature: Lolita Ferguson

You may also use the following methods to file a complaint with Florida Public Service Commission

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

the day around. I attend the hearing. I spoke with the hearing officer at the time of the meeting and he promise me he would be ^{required field} come out to flush my lines. I never heard from Aqua to any and everything they can do to avoid the problem. I want them to come inside to see the problem. That I can't do it myself. I want to see what they can do about it.

is it their business, my car was damaged when
paying them for service then they should give us
a nice and not the run around. Put blame on some
body but them selves. I believe these lines should
to be changed. They know it and won't do it.

yes!

12/13

Water and Sewer Utility Services Complaint Form

Date DEC. 2, 2010

Name AMBER CASGREN

Address 7117 SW ARCHER RD # 85
GAINESVILLE, FL 32608

Telephone: (239) 216-7088

Provider: AQUA Utilities Inc.

Account # (found on your water bill): 001432915 06A9376

Reason of complaint (check all that apply):

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

Signature AMBER CASGREN

For more information on the following methods to file a complaint with Florida Public Service Commission:

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

By phone field



12/13

Water and Sewer Utility Services Complaint Form

Date: 12/02/2010

*Name: RANDY N ANDERSEN

*Address: 7117 SW Archer Rd
2331

Telephone: 352-682-5443

*Provider: AQUA Utilities Inc.

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

*Reason of complaint (check all that apply):

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

*Signature: *Randy N Andersen*

You may also use the following methods to file a complaint with Florida Public Service Commission

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

*Required field



12/13

Water and Sewer Utility Services Complaint Form

Date: Dec 9, 2010

*Name: Beverly Hansen

*Address: 4117 SW Archer rd
1st 2433 Gainesville FL, 32608

Telephone: 352.225-3997

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 0014248190649230

*Reason of complaint (check all that apply):

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

toilet doesn't flush right, toilet and sinks don't
always go down and there is an odor in my
sewer smell ALSO the ^{sewer} pipe ~~is~~ causing
my yard, causing problems to my home, my neighbors
having some problems

*Signature: Beverly Hansen

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

*Required field



12/13

Water and Sewer Utility Services Complaint Form

Date: 12/14/10

*Name: AMY ROSAMONDA #2119

*Address: 7117 SW ARCHER Rd
GAINESVILLE, FL 32608

Telephone: (803) 394-1941

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 0017318700649136

*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter

Other (Please explain)
tastes like dirt, crystals in
water, water cloudy, horrible
smell

*Signature: ARosamonda

You may also use the following methods to file a complaint with Florida Public Service Commission.

- By phone: 1-800-342-3552
- By e-mail: contact@psc.state.fl.us
- Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

*Required field



h
12/13

Water and Sewer Utility Services Complaint Form

Date: 12-6-10

*Name: DONALD HAINLEY

*Address: 7117 SW ARCHER RD LOT 2104
GAINESVILLE, FL

Telephone: 352-264-1239

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 001546522 0649122

*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)
WATER HAS A BAD ODER + YOU CAN'T
DRINK IT WITHOUT A WATER FILTER

*Signature: Donald Hainley

You may also use the following methods to file a complaint with Florida Public Service Commission

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

*Required field



Rate
0.000000

12/13

Water and Sewer Utility Services Complaint Form

Date: 12/1/2010

* Name: Sarah Beth Ott

* Address: 7117 SW Archer Rd lot 2619
Gainesville, Florida 32608

Telephone: 352-450-1899

* Provider: AQUA Utilities Inc.

* Account # (found on your water bill): 0016616640649273

* Reason of complaint (check all that apply):

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

The cost per gallon is totally out of order.
People who use double what we do @ EGRU
Water have a lower bill &!! Our dog will
not drink it

* Signature: Sarah Beth Ott

You may also use the following methods to file a complaint with Florida Public Service Commission

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

* Required field

Rate



Water and Sewer Utility Services Complaint Form

Date: 12/6/10

*Name: Rosa Rojas

*Address: 7117 S.W. Archer road #2023
Gainesville FL 32608

Telephone: (352) 870-6790 or 278-3869

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 000906770 0649117

*Reason of complaint (check all that apply):

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

High bill

Signature: Rosa Rojas

For more information on the following methods to file a complaint with Florida Public Service Commission:

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

Required field



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000000

Water and Sewer Utility Services Complaint Form

Date 12/6/10

*Name JANA LAFFERY

*Address: 7117 SW ARCHER RD #2826
Gainesville, FL 32608

Telephone: 352-390-1111

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 0009070050649314

*Reason of complaint (check all that apply):

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

14 yr resident, never drank water, water restore after outage sends immense pressure, dislodges plumbing fittings, clogs up sink aerators & toilet flush valves. \$2400 damage from fittings popping after water restored after outage.

Signature: Jana Laffery

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

Required field

yes!

Compl.
6/20/13

12/13

Water and Sewer Utility Services Complaint Form

Date 12-6-10

* Name: Shirley Ann Hall

* Address: 7117 SW Archer Rd
LOT # 2607 Gainesville FL 32608

Telephone: (352) 301-2416

* Provider: AQUA Utilities Inc.

* Account # (found on your water bill): 0016127100649262

* Reason of complaint (check all that apply):

Poor water quality
 Low water pressure

Broken water meter

Other (Please explain)

Bill too much money for water

Signature: Shirley Ann Hall

You may use the following methods to file a complaint with Florida Public Service Commission:

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

Required field



Ernie
Gainesville

Water and Sewer Utility Services Complaint Form

Date: 12/05/10

*Name: Anna Nova

*Address: 7117 SW Archer Rd.
Lot ~~2108~~ 2207 Gainesville Dr, 32603

Telephone: _____

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): (X) _____

*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter

Other (Please explain)
Hard water & High Bill

*Signature: [Handwritten Signature]

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

*Required field



Water and Sewer Utility Services Complaint Form

Date: 7-20-10

*Name: JEAN SACKS & BARNETT

*Address: 7117 S.W. ARCADE RD
DADESBURG, FL 32015

Telephone: 904-871-2197

*Provider: AQUA Utilities Inc.

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

*Reason of complaint (check all that apply):

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

Water to high water, low
pressure, has many leaks.
When we see water in house

L/M
regarding
account #

*Signature: Jean Sacks

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

*Required field



Water and Sewer Utility Services Complaint Form

Date: 12-9-10

*Name: Tamra Kay Henson

*Address: 7117 SW Alvar Rd
Lot 2444

Telephone: 352 283-6396

*Provider: AQUA Utilities Inc.

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

Phone #
disconnected
need
account #

*Reason of complaint (check all that apply):

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

prices poor customer service
charges for services not rendered

*Signature: [Handwritten Signature]

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

*Required field



CLAUDIA RADLS
7117 SW ARCHER RD UNIT 2201
GAINESVILLE, FL 32608-4600

Core

Account Number
001599642 0649149
ARREDONDO FARMS
1336568 F123

Aqua Utilities Florida, Inc.
1101 W. LANCASTER AVENUE
BRYN MAWR, PA 19010-3489

Tel: 877.987.2782
Fax: 866.780.8301
eMail: custserv@aquamerica.com

10 Day Shut Off Notice
COLLECTION DEPARTMENT OFFICE HOURS ARE
7:30 AM - 5:00 PM WEEKDAYS

Date of Notice	Shut Off Date	Total Amount Due
June 10, 2010	June 22, 2010	\$ 206.68

Your bill for \$ 206.68 is overdue. Because your bill is overdue, we will SHUT OFF service to:
7117 SW ARCHER RD UNIT 2201 after 8:00 AM on or after June 22, 2010.

To stop the shut off, you must do the following immediately:

1. Pay the total amount overdue. To pay by phone, call our toll free number at 866.269.2906 or go to the payment website at <https://paynow7.speedpay.com/aqua/index.asp>.
2. Contact Aqua at 877.987.2782 (Select Collections) to let us know that you made a payment, to make a payment arrangement, or to dispute the overdue bill. You can also contact Aqua at our address above.
3. Call 877.987.2782 (Select Collections) if you or someone in your home has a serious illness or a medical condition.

Important Notice: Payments will not be accepted by Aqua representatives visiting the property. To avoid service termination due to unpaid bill(s), you must make payments at an authorized payment location. For the nearest location, please call 877.987.2782 (Select Collections). If we shut off your service, you may have to pay the following charges to have service restored:

Overdue amount:	\$ 206.68
Reconnect Fee:	35.00
Service Deposit (if required):	50.00
Total if we shut off your service:	\$ 291.68

If your service is shut off for non-payment, after making the required payment you must contact Aqua at 877-987-2782 and schedule to have your service reconnected. Your service will be reconnected in accordance with your state approved utility regulations. In most cases service will not be restored until the next business day after your required payment amount has been confirmed.

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

Service To:
CLAUDIA RADLS
7117 SW ARCHER RD UNIT 2201
GAINESVILLE, FL 32608-4600



Aqua Utilities Florida, Inc.
PO Box 328 • BRYN MAWR, PA 19010-0328
URGENT NOTICE - OPEN IMMEDIATELY

Seq=1382 Cyc= 1up=875019 PC=T

*****AUTO**MIXED AADC 189 C 7 P 10
CLAUDIA RADLS
7117 SW ARCHER RD LOT 2201
GAINESVILLE FL 32608-4637



Account Number
001599642 0649149
Total Amount Due
\$ 206.68
Amount Enclosed
Due Date
PAST DUE

\$

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

00159964206491490000000206681



WESTERN UNION
WINN DIXIE # 000160
GAINESVILLE, FL

7235924 5273 07/02/10 2:49PM 183 003240

CURRENCY: USD
8015906420649149
CASH \$291.68
CHECK PO \$0.00
TOTAL PD \$291.68
STATEMENT \$291.68
CHARGE TIME \$0.00
FEES \$1.00
EMP09

WESTERN UNION CONVENIENCE PAY (SEND RECEIPT) INTEGRATED PAYMENT SYSTEMS INC.-LICENSEE
 CONVENIENCE PAY (RECIBO DEL ENVÍO DE PAGO)
 IF YOU DO NOT HAVE YOUR BILLING STATEMENT, COMPLETE SHADED AREA
 SI USTED NO TIENE LA CUENTA DE COBRO, LLENE LOS DATOS SOLICITADOS EN EL ÁREA GRIS

Account Number (or cell phone number when required): 0015996420649149
 Número de cuenta (o número de teléfono móvil cuando sea necesario)

Billing Name: Bruce W. Jones
 Nombre de la cuenta de cobro

Address: 5114 SW Archer Rd # 2201
 Dirección: Gainesville, FL 32608

Phone: (352) 792-5579
 Número de Teléfono

CUSTOMER ACCEPTS ALL POSTED TERMS AND CONDITIONS - SEE REVERSE FOR ALL TERMS AND CONDITIONS.
EL CLIENTE ACEPTA TODOS LOS TÉRMINOS Y TODAS LAS CONDICIONES QUE SE HAN INDICADO - FAVOR DE LEER LOS TÉRMINOS Y LAS CONDICIONES QUE SE ENCUENTRAN AL REVERSO DE ESTE FORMULARIO.

FOR USE WITH ELECTRONIC CHECK TRANSACTION ONLY:
 SOLAMENTE PARA TRANSACCIONES DE CHEQUE ELECTRÓNICO:

I authorize the biller or its agent to convert my check to a draft or an electronic funds transfer and to debit my account for the amount of the transaction.
 Autorizo a la compañía que efectúa el cobro o a sus agentes a convertir mi cheque en giro o en transferencia electrónica de fondos y a debitar de mi cuenta el importe correspondiente a esta transacción.

Amt. Paid \$291.68
 Importe pagado

Signature: [Signature]
 Firma

ELECTRONIC CHECK - A SAFER & MORE SECURE WAY TO PAY
CHEQUE ELECTRÓNICO - UNA MANERA MÁS CONFIABLE Y MÁS SEGURA DE HACER PAGOS

AGENT COPY
COPIA DEL AGENTE

No purchase necessary for sweepstakes
Must be 21 or older. Official rules
at www.winn-dixie.com/surveysweeps
Void where prohibited by law



DIRECTOR GREG KELLY
STORE # 0160
GAINESVILLE, FL
PHONE # (352)375-6091



100

Water and Sewer Utility Services Complaint Form

*Name: Brandi Lee Dangler
 *Address: 7117 SW Archer Rd 40-A
Opensville, Ga 32608
 Telephone: 352-339-2257
 *Provider: AQUA Utilities Inc.
 *Account # (found on your water bill): N/A

*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure none in master bath tub
- Broken water meter
- Other (Please explain)
on our corner, we are in a flood zone, every other few months, the sewer backs up, causing raw

*Signature: Brandi Lee Dangler

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

sewage run through both bath room
our kitchen sinks, master bath stand up
shower - Office does not respond
 *Required field quickly, several days go by
and the maintenance are sent to
our home - to uncap drain under
in home - letting the raw sewer



Water and Sewer Utility Services Complaint Form

*Name: RAYMOND GARONE JR
*Address: 717 SW ARCHER RD Lot 26
GAINESVILLE, FL 32608
Telephone: 352-258-8657
*Provider: AQUA Utilities Inc.
*Account # (found on your water bill): 001575808 0649254

*Reason of complaint (check all that apply):

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

How is it possible for a house empty during the day to use 150 gal a day?
Not happening.

*Signature: [Handwritten Signature]

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

*Required field



Water and Sewer Utility Services Complaint Form

*Name: Virginia Witt
*Address: 7117 SW Archer Rd Lot #2602
Gville Fl. 32608
Telephone: 352 ~~352~~ 375-1213
*Provider: AQUA Utilities Inc.
*Account # (found on your water bill): 000906936 0649257

*Reason of complaint (check all that apply):

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

taste terrible - spot's on everything
Had to get water softener which i CANNOT AFFORD!!!

*Signature: Virginia Witt

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

*Required field



Water and Sewer Utility Services Complaint Form

*Name: Beverly Jane Turner
*Address: 7117 SW Archer Rd #2409
Gainesville FL 32608
Telephone: 352-226-5497
*Provider: AQUA Utilities Inc.
*Account # (found on your water bill): 00906883 00649212

*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)
Too high Bills

*Signature: Beverly J. Turner

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

*Required field



Water and Sewer Utility Services Complaint Form

*Name: Chelsea Bower
*Address: 7117 SW Archer Rd #2605
Guinesville FL 32608
Telephone: 352-376-3275
*Provider: AQUA Utilities Inc.
*Account # (found on your water bill): 001583292 0649260

*Reason of complaint (check all that apply):

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

Very expensive, and I have to buy bottled
water for my family & pets!

*Signature: Chelsea Bower

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

*Required field



finish

Water and Sewer Utility Services Complaint Form

*Name: Jennifer Banks

*Address: 7117 SW Archer Rd
Lot # 2606

Telephone: 505 - 5797

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 001624074 0649261

*Reason of complaint (check all that apply):

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

Prices of water.

*Signature: Jennifer Banks

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

*Required field



Water and Sewer Utility Services Complaint Form

*Name: LILLIAN MORETTI
*Address: 7117 SW ARCHER RD UNIT 2608
GAINESVILLE, FL 32608-4656
LOT 13261507 BLOCK
Telephone: (352) 337-2868
*Provider: AQUA Utilities Inc.
*Account # (found on your water bill): 000906945-0649263

*Reason of complaint (check all that apply):

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

Water bills fluctuate from \$50.⁰⁰ to
\$253.⁰⁰ for a month's supply.

*Signature: Lillian P. Moretti

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

*Required field



Water and Sewer Utility Services Complaint Form

*Name: Judy Hintermeyer
*Address: 7117 SW ARCHER RD. LOT 2704
GAINESVILLE FL 32608
Telephone: 352-672-8086
*Provider: AQUA Utilities Inc.
*Account # (found on your water bill): 001473456 0649296
*Reason of complaint (check all that apply):

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

Cost of water softener (no salt)
" " water heater (replacement)

*Signature: J. Hintermeyer

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

*Required field



Water and Sewer Utility Services Complaint Form

*Name: JOHN MAZZERLE

*Address: 7117 SW ARCHER RD #2802
GAINESVILLE, FL 32608

Telephone: 352-378-2439

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 000906991 0649303

*Reason of complaint (check all that apply):

- Poor water quality *By installing a whole home water softener enabled using this water. It corrodes cookwear, clogs water lines and appliances. Destroys water heaters.*
- Low water pressure
- Broken water meter
- Other (Please explain) THE PUBLIC SERVICE COMMISSION.

THE PSC SOLD OUT THE CONSUMER TO P&L WITH ELECTRIC. THE PSC SOLD OUT THE END. CONSUMER OF AQUA UTILITIES, INC. ANY APPROVED QUALITY STANDARDS MADE OF AQUA UTILITIES WILL RESULT IN HIGH WATER BILLS. I INQUIRED OF NANCY ARGENZIANO THE REASON FOR PSC APPROVAL OF SUCH RITICULOUS RATE INCREASE AND EVEN A HIGHER RATE THAN REQUESTED BY THE UTILITY. I RECEIVED 3 1/2 PAGES OF NONSENSE FROM A MINOR SUPERVISOR OF SORTS. RAZZLE DAZZLE TO CONFUSE THE IDIOT WITH A COMPLAINT. ONE SPECIFIC LINE FROM THE LETTER IS BELOW.

*Signature: John Mazzerle

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"BASICALLY, THESE LAWS REQUIRE US TO CALCULATE RATES THAT WILL LET THE UTILITY COVER ITS OPERATING COSTS AND EARN JUST ENOUGH PROFIT TO BE ABLE TO ATTRACT NEW INVESTMENT."

MIGHT CHEW ON THAT ONE FOR AWHILE BUT I BET YOU WILL FIND IT HARD TO SWALLOW JUST A I DID.

*Required field



Water and Sewer Utility Services Complaint Form

*Name: Barry Silver

*Address: 7117 SW ARCHER RD #72
GAINESVILLE FL 32608

Telephone: 352 871 4128

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 000907064 0649366

*Reason of complaint (check all that apply):

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

RATES TO HIGH, OVER CHARGES, BILLS TO FREQUENT

*Signature: Barry Silver

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*Required field



Water and Sewer Utility Services Complaint Form

*Name: Kacie D. Smith / Charlene Smith

*Address: 7117 SW Archer Rd
Lot 2436

Telephone: 850 579-4629

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 060906901 0649228

*Reason of complaint (check all that apply):

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

A sewage smell coming from toilet used a
washing machine. Also a noticeable change in
the land under my trailer that has developed and
spread over the 5 years I have lived there. A previous bill
that was inflated due to a
break in the water pipe
close to my residence.

*Signature: Kacie D. Smith

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*Required field



Water and Sewer Utility Services Complaint Form

*Name: Linda B. Mickle

*Address: 2117 SW Archer Rd #111

Telephone: 335 4070

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 000906677 0649037

*Reason of complaint (check all that apply):

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

water bill way too high don't
use that much water or sewage
AND DW IS 80 MONTH.

*Signature: Linda B. Mickle

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*Required field



Water and Sewer Utility Services Complaint Form

*Name: Betty Woodard

*Address: 7117 SW Archer Rd #15

Telephone: 352-225-3110

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 000906720 0649076

*Reason of complaint (check all that apply):

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

Dirt in water

*Signature: Betty Woodard

You may also use the following methods to file a complaint with Florida Public Service Commission.

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By e-mail: contact@psc.state.fl.us

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

*Required field



Water and Sewer Utility Services Complaint Form

*Name: Tammie Williams

*Address: 7117 SW Archer Rd.
2614

Telephone: 352-319-4261

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): (D) 1566633-1286459

*Reason of complaint (check all that apply):

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

they don't check the water meter
they just bill you what they want
to bill you I haven't received a bill
for 4 months

*Signature: Tammie Williams

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By e-mail: contact@psc.state.fl.us

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

*Required field



Water and Sewer Utility Services Complaint Form

*Name: Kathy Milligan

*Address: 7117 SW Archer Rd.
Lot 100 - Gainesville

Telephone: (352) 377-6341

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 0015712910649025

*Reason of complaint (check all that apply):

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

*Signature: Kathy Milligan

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By e-mail: contact@psc.state.fl.us

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

*Required field



Water and Sewer Utility Services Complaint Form

*Name: Stephonia Messick

*Address: 7117 SW Archer rd
lot # 115

Telephone: (352) 870-2363

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 00157161206049041

*Reason of complaint (check all that apply):

Poor water quality

Low water pressure

Broken water meter

Other (Please explain)

High water bill poor customer service

Calcium build up

*Signature: Stephonia Messick

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By e-mail: contact@psc.state.fl.us

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

*Required field



Water and Sewer Utility Services Complaint Form

*Name: Kristina; scott leggett

*Address: 7117 S.W. Arcone rd Lot #90

Telephone: (352) 278-3366

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 0009070810649381

*Reason of complaint (check all that apply):

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

The bills keep randomly jumping & doubling in price one month be regular then next month will be a double bill. Has been way to expensive even month for no reason.

*Signature: Kristina Leggett

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By e-mail: contact@psc.state.fl.us

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

*Required field



Water and Sewer Utility Services Complaint Form

*Name: THOMAS TROY

*Address: 1117 SW ARCHER RD LOT #42
GAINESVILLE, FL. 32608

Telephone: (352) 271-4444

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): ~~0009670330649339~~ # 0009670330649339

*Reason of complaint (check all that apply):

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

Very Poor Service

*Signature: Thomas Troy

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

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

*Required field



Water and Sewer Utility Services Complaint Form

*Name: Ren Bolton
*Address: 7117 SW Archer Rd Lot 74
GAINESVILLE FLA, 32608
Telephone: (352) - 262-8016
*Provider: AQUA Utilities Inc.
*Account # (found on your water bill): 000907065 01049367

*Reason of complaint (check all that apply):

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

water Bill - too high, bad customer svc
maybe need to check meter Again
bad Tasting water / cloudy

*Signature: Ren Bolton

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By e-mail: contact@psc.state.fl.us

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

*Required field

STATE OF FLORIDA

COMMISSIONERS:
NANCY ARGENZIANO, CHAIRMAN
LISA POLAR EDGAR
NATHAN A. SKOP
DAVID E. KLEMENT
BEN A. "STEVE" STEVENS III



DIVISION OF SERVICE, SAFETY &
CONSUMER ASSISTANCE
DAN HOPPE
DIRECTOR
(850) 413-6480

Public Service Commission

February 11, 2010

RON BOLTON
YES COMMUNITIES
7117 SW ARCHER RD
OFFICE
GAINESVILLE, FL 32608

Dear MR. BOLTON:

Thank you for contacting the Florida Public Service Commission. We have reviewed and referred your complaint to AQUA UTILITIES FLORIDA, INC. Your case reference number is 0924204W.

What you can expect now that your complaint has been filed.

The utility will be contacting you to address your concerns and must respond directly to you within three weeks from the date we received your complaint. The utility will attempt to resolve the matter directly with you and is required to notify us regarding the resolution of the complaint. We ask that you allow the utility to work directly with you to resolve your complaint.

How the Commission can assist you and what action you can take.

The Florida Public Service Commission only regulates matters that fall within the scope of our jurisdiction. We will review your complaint and the utility's response to your case to ensure the utility has complied with the applicable statutes, rules and regulations of the Florida Public Service Commission and the utility's tariff. Please be advised that if this is a billing complaint, commission staff may request payment and billing information regarding your account.

Matters like these are usually resolved quickly and effectively, requiring no further Commission intervention. However, if you need further assistance from the Commission after receiving the utility's response, please contact the Commission's Bureau of Consumer Assistance by telephone at 1-800-342-3552 or in writing at the postal or email address shown below. *If we do not hear from you within 30 calendar days from the date of this letter, we will presume that you are in agreement with the company's proposed resolution or plan of action.*

Thank you for the opportunity to assist you in this matter. If you would like to know more about the Public Service Commission, please visit our Web site at www.floridapsc.com.

Sincerely,

Ruth McHargus

Regulatory Program Administrator
Division of Service, Safety
& Consumer Assistance

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

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

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