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Aqua Utilities customers urged to take online survey on water quality and service

About 7,000 customers of Aqua Utilities Florida, Inc. are urged to complete an online customer survey about water quality and company service. The Sarasota County Office of Franchise Regulation is conducting the survey.

The online survey is on the Sarasota County utilities web site, www.scgov.net. Click "W" in the County A-Z listing and then "Water." The survey, which only is for Aqua Utilities customers, seeks information about water pressure, service interruptions and sewer service. The company is requesting an adjustment in existing water and wastewater base rates to help recover its investment for capital improvements to the systems and to recapture operating cost increases.

The rate request will be reviewed by Sarasota County Office of Franchise Regulation, after which a public hearing will be conducted. The time and place of this hearing will be announced at a later date. At the hearing, Aqua will submit testimony and evidence in support of its rate request. Final rates will be determined by the Sarasota County Commission at a regularly scheduled commission meeting. If approved, the new rates are expected to go into effect late this year.

For more information or to take the survey by phone, contact the Sarasota County Call Center at 941-861-5000. The survey is available through May 10.

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