

**Ashley Quick**

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**From:** Ruth McHargue  
**Sent:** Monday, March 07, 2016 4:53 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 150010

Customer correspondence

-----Original Message-----

From: Consumer Contact  
Sent: Monday, March 07, 2016 9:27 AM  
To: Ruth McHargue  
Subject: To CLK Docket 150010

Copy on file, see 1207114C. Also filed for water quality, see 1207116C. DHood

-----Original Message-----

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
Sent: Sunday, March 06, 2016 4:18 PM  
To: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 120101

**CUSTOMER INFORMATION**

Name: Dale Helmer  
Telephone: (301) 252-8366  
Email: [dale.helmer@yahoo.com](mailto:dale.helmer@yahoo.com)  
Address: 130 Warsteiner Way #401 Melbourne Beach FL 32951

**BUSINESS INFORMATION**

Business Account Name: Ocean Dunes At Aquarina Account Number:  
Address: 110 Warsteiner Way Melbourne Beach FL 32951

**COMPLAINT INFORMATION**

Complaint: Other Complaint against Aquarina Utilities, Inc.  
Details:  
To: The Florida Public Service Commission

Docket No. 150010-WS

Subject: Water Purification Complaint.

Sirs;

I have live in Ocean Dunes at Aquarina since 2012. Mary, my wife has a genetic condition called Alpha-1 Antitrypsin. Disorders of this protein include alpha 1-antitrypsin deficiency, an autosomal codominant hereditary disorder in which a deficiency of alpha 1-antitrypsin leads to a chronic uninhibited tissue breakdown.

We have to filter our water using a carbon block with HEPA filter and UV light to prevent damage to my wife's liver. She is able to use the water, once filter for drinking and cooking. The filter system is moderately price, but the replacement filters are over \$135 and usually is replaced once every six months.

While living in Maryland, for 28 years, we had no problem replacing the filters at the six to nine month intervals. The same was true here in Aquarina, until 2014, when it appears the water quality suffered. We have had to replace the filters at 4 months intervals and in 2015 at 3 to 4 month intervals! The rate of filter replacement is unprecedented. It costs me an additional \$270/years because of water quality. Additionally the most recent filter showed signed of significant contamination. Attached is the picture of the filter.

The filter is normally white at the beginning of filtration and turns light brown to removing contaminants. The filter is not supposed to be black at anytime as seen on the image. I am unable to determine why the filter turned black, but it has to be something in the water. There has been a significant change in the water delivered to Ocean Dunes that most likely is not a good thing.

I will continue to replace the filter as necessary. I hope that the Commission can have the Aquarina Utility improve the processes to pre-2013 levels.

Very Respectfully,

Dale Helmer

[dale.helmer@yahoo.com](mailto:dale.helmer@yahoo.com)

130 Wartsteiner Way #401  
Melbourne Beach, FL 32951