

State of Florida



Public Service Commission

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

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

DATE: March 10, 2016
TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Clayton Lewis, US Engineering Specialist, Division of Engineering *CKL RES*
RE: DN 150010-WS – Application for staff-assisted rate case in Brevard County by
Aquarina Utilities, Inc.

Please file the attached Correspondence from Ms. Johnson, in the “Consumer side of the Correspondence Tab” in the above mentioned Docket File.

Thank you.

Terri Jones

From: Clayton Lewis
Sent: Thursday, March 10, 2016 8:51 AM
To: Terri Jones
Cc: Robert Graves
Subject: FW: Aquarina water quality

Please file the messages below as consumer correspondence in Docket No. 150010.

Thank you

From: Clayton Lewis
Sent: Tuesday, March 08, 2016 5:25 PM
To: 'Susan Johnson, OTR, CHT'
Cc: Robert Graves
Subject: RE: Aquarina water quality

Ms. Johnson,

Can you provide the dates when boil water notices were not provided by the utility. I need dates for the inquiry to the utility.

From: Susan Johnson, OTR, CHT [<mailto:handrehabco@gmail.com>]
Sent: Tuesday, March 08, 2016 4:16 PM
To: Clayton Lewis
Subject: Aquarina water quality

Dear sir we are greatly concerned about the quality of our water in Ocarina. There have been several violations by the current company of offer we need chilities where they have had failures of a pump or a situation where the quality of the water head degraded. They failed to contact us for a boil only notice. This company is unscrupulous and unlawful please do what you can to rectify the situation Susan Melat Aquarina residence

Terri Jones

From: Clayton Lewis
Sent: Thursday, March 10, 2016 8:54 AM
To: Terri Jones
Subject: FW: aquarina water

Please include in correspondence from Ms. Johnson Melat .

From: Susan Melat [<mailto:ergore1@msn.com>]
Sent: Tuesday, March 08, 2016 6:57 PM
To: Clayton Lewis; Robert Graves
Subject: aquarina water

Yes I apologize for the typos as I was using speech recognition and trying to answer my front door.

The date was Feb 8th. There were 19 complaints of cloudy water
Here are some of the quotes off our internal website:

Is anyone else having an issue with their drinking water? Just noticed this morning water is cloudy coming out of the tap.

A tad cloudy . I always drink bottled water . The tap water tastes stronger then bottled water.

Yes noticed it yesterday!

We have same issue in Ocean Breezeon Whaler Dr

we have only used bottled water. not even my dog will drink it

Just spoke to Aquarina Utilities who gave me the number of a guy named Kevin who is handling Osprey Villas Ct water issue at 212. He said it's only air. It should be safe to drink. He's got someone working on it now.

I have noticed cloudy since the weekend.
Blue Heron.

The water company has spent over a week trying to repair a line on Osprey Villas Court. On Saturday, I notified them of another leak at our driveway. My feeling is the water company is not equipped to handle our aging system. I've heard many excuses but few solutions. Not happy!!

"This is exactly the problem, the unscrupulous, corrupt, and unlawful couple who own and operate Aquarina Utilities, Inc. did the usual again... When there is an equipment failure whether it be a water line integrity issue, a failed pump, inadequate levels of water volume for fire suppression, or in this case, a failed Reverse Osmosis system: they never follow state law which requires that they inform us immediately to refrain from drinking the water and taking necessary precautions such as boiling water for consumption. They wait for someone in our community to notice a problem, then they assign blame!! "

Please help us to ensure competent water caretakers to provide safe water. These owners of our utilities put us off and now on the 10th March want to raise our rates for inferior service/product

Regards, Susan Johnson Melat,