

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 16, 2016
TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Clayton Lewis, US Engineering Specialist, Division of Engineering *CKL*
RE: Docket No. 150010-WS-Application for staff-assisted rate case in Brevard County
by Aquarina Utilities, Inc.

Please file the attached "Aquarina response to Kenefick complaint – reference CATS inquiry #1204764C" in the above mentioned Docket File.

Thank you.

Terri Jones

From: Clayton Lewis
Sent: Wednesday, March 16, 2016 2:45 PM
To: Terri Jones
Cc: Robert Graves
Subject: Aquarina's response to Kenefick - reference CATS inquiry #1204764C
Attachments: 420 hammock shore drive.jpg

Please add this message train to Docket No. 150010 and title "Aquarina response to Kenefick complaint – reference CATS inquiry #1204764C.

Thank you

From: Kevin Burge [<mailto:aquarinautilities@bellsouth.net>]
Sent: Monday, February 08, 2016 5:11 PM
To: Timothy Kenefick; Grant Leslie; Richard Geach; christinecsimon@msn.com; aquarinanews@cfl.rr.com; Consumer Contact; Clayton Lewis
Subject: Re: Water Commission Meeting - docket #150010

Dear Mr. Kenefick,

With regard to your questions above:

#1) We would be happy to set up an appointment to examine your filters- As our water is reverse osmosis water mixed with purified ground water (a blend), which is filtered and circulated through a tower to remove a portion of the sulfur dioxide that occurs naturally in the groundwater, a secondary filter system should not be necessary. We regulate the chlorine levels very closely to keep them within safe levels, so it may be unwise to run the water through an external charcoal filter as the filter removes the chlorine before it enters the house and allows bacteria to grow unchecked in your filter arrangement and in your home plumbing. This would be especially true in cases where the resident is absent for periods of time and water is not pushed through the plumbing on a regular basis. We recommend that our customers remove these unnecessary and potentially hazardous external systems and simply use the water as provided. If the faint taste of chlorine in the water is unpalatable, we recommend the use of a charcoal filter-type pitcher to remove the chlorine prior to drinking, for the benefit of taste only. It is even recommended to keep this pitcher in the refrigerator to further improve flavor. In any case, we encourage you to contact Kevin Burge (772) 708-7946 to have him come out and discuss your questions.

#2) As the property on which the water and sewer plant resides is private property, it is reasonable to suggest that the owners are permitted to employ 24 hour security in the form of security personnel or dogs. Within the five years of our operation of the facility, we have had a number of vandalism incidents which have prompted the need for security staff at times. As the property is completely fenced and privately owned, our staff are permitted to bring pets to the plant during their work hours, without violating any state or local statute of which we are aware. Should anyone have some immediate issue with activities at the water and sewer plant, we encourage him or her to give us a call and discuss the issue: (772) 708-8350 for Holly Burge or (772) 708-7946 for Kevin Burge.

Please let us know if you have any further questions.

Sincerely,
Holly Burge
Account Manager; Aquarina Utilities, Inc.

On Monday, February 8, 2016 8:37 AM, Timothy Kenefick <tmjk32@msn.com> wrote:

Attention:
Aquarina Utilities, Inc
Florida Public Service Commission

A meeting is scheduled for March 10, 2016 - docket #150010. Answers to the two items below will be appreciated.

Regards,
Timothy Kenefick

From: tmjk32@msn.com
To: aquarinanews@cfl.rr.com
CC: tmjk32@msn.com; christinecsimon@msn.com; emuendel@bellsouth.net; rgeach@cfl.rr.com; grantless@gmail.com; aquarinabeachfl@yourcommunitybulletins.com
Subject: Water Commission Meeting - docket #150010
Date: Sun, 7 Feb 2016 12:27:18 -0500

Subject: Next Water commission meeting

Complaint #1:

In the last 2 months I have observed a change in water quality coming to our house at 420 Hammock Shore Drive. Some years ago we installed a whole house filter to reduce the chlorine smell from the water and of course provide added filtration. The system has a pre-filter that I change every 3 months. Now when I replace the filter it is quite dirty within 1-2 weeks. Please see attached picture. The white tube on the left is a new filter.....the dark one on the right is after 2 weeks usage. Only 2 people live in the house. I've never seen it this dirty so quickly in the past.

Complaint or question#2:

Is it legal to have people living at the water plant with animals running loose, not on leash, at all hours.

A response to both complaints is expected in a timely fashion.

Regards,

Timothy Kenefick
420 Hammock Shore Drive
Melbourne Beach, Florida
32951
home: (321) 724 8924

