

Ashley Quick

From: Ruth McHargue
Sent: Tuesday, April 05, 2016 4:06 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 150010
Attachments: FPSC , 2 page(s); FPSC , 2 page(s)

Customer correspondence.

From: Diane Hood
Sent: Tuesday, April 05, 2016 2:31 PM
To: Ruth McHargue
Subject: To CLK Docket 150010

Copy on file, see 1209416C. DHood

**Osprey Villas Court Homeowners Association
207 Osprey Villas Court
Melbourne Beach Florida 32951**

April 3, 2016

**Director, Office of the Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850**

**Re: PSC Docket No. 150010-WS
Aquarina Utilities Rate Increase
Customer Complaint**

Dear Commission Members and Staff:

I am writing as President of the above homeowners association, a sub-association in Aquarina. Our 19 owners are all customers of the utility. Several have already filed written complaints about the utility's failure to properly perform its duties. This letter is to provide you with additional information on the Conant and Burnette complaints about uncorrected water leakage in their front yard and to alert you additional issues that the utility has not corrected.

With regard to the Conant/Burnette complaint, the leakage from the service pipe just ahead of the Burnette meter has gone on for at least 6 weeks. The flow travels approximately 50 feet across our association's roadway to a storm drain inlet. This situation is unsightly to our residents and guests. Using a bucket and stopwatch one of our residents has measured the leakage flow at 1.02 gallons per minute. This works out to about 1470 gallons per day, or about 66,000 gallons in 6 weeks. This is drinking water that has been pumped, treated by reverse osmosis and disinfected. The utilities cost to allow this flow to be wasted should be deducted from their operating cost. The PSC should require the utility to repair this situation immediately.

A few weeks ago a new service line was installed across and under our roadway to replace a clogged water service to the Lynch home at 212 Osprey Villas Court. The roadway surface was gouged by the trenching equipment also leaving indelible tread marks in the surface. These marks are objectionable to our resident owners. Two weeks ago we requested that the pavement be restored to its pre-trenching condition. To date that repair has not happened.

Our third complaint has to do with lack of periodic flushing of the water main. In Aquarina, fire suppression hydrants are connected to the irrigation/fire water line and not to the drinking water main. This means that unlike many utilities, the

be used for flushing the drinking water main piping.

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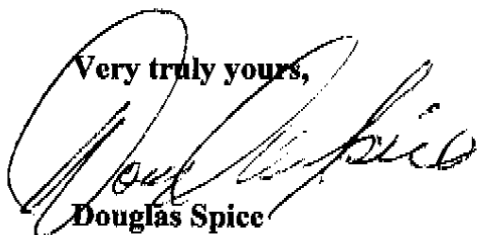
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Our third complaint has to do with lack of periodic flushing of the water main. In Aquarina, fire suppression hydrants are connected to the irrigation/fire water line and not to the drinking water main. This means that unlike many utilities, the

hydrants cannot be used for flushing the drinking water main piping. Instead there is a valve at the dead end of our water main that can be opened to flush it. Our residents have never seen this being used to flush the main. Moreover, the utility or its predecessor has installed a reducer and a 3/4-inch hose bibb beyond the original flushing valve. Opening the hose bibb will not provide enough flow and velocity to flush the main. The PSC should require the hose bibb and reducers to be removed to allow maximum flushing flow. In addition the PSC should require that the utility flush the line at the frequency required by state regulations. It is possible that lack of proper flushing on other dead end water mains in Aquarina contributes to water quality complaints.

We bring these matters to your attention to be sure they are addressed in the Commission's staff report for the current rate case.

Very truly yours,



Douglas Spice

President

Osprey Villas Court Homeowners Association