

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: July 18, 2016
TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Clayton Lewis, US Engineering Specialist, Division of Engineering *CKL PEG*
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 staff's request for customer complaints filed by email" in the above mentioned Docket File.

Thank you.

Terri Jones

From: Clayton Lewis
Sent: Monday, July 18, 2016 8:44 AM
To: Terri Jones
Cc: Robert Graves
Subject: FW: Aquarina Utilities Emails

Please file in Docket No. 150010 and title – “Aquarina response to staff’s request for customer complaints filed by email.”

Thank you.

From: Kevin Burge [<mailto:aquarinautilities@bellsouth.net>]
Sent: Monday, May 16, 2016 8:55 PM
To: Clayton Lewis
Subject: Aquarina Utilities Emails

Dear Mr. Lewis,

We have a few concerns regarding the FPSC's request that we provide them with copies of our customer correspondence emails from 2013 forward. We would be more than happy to release these documents from February 2011 to the present day; however, we have reservations in doing so, as there can be no guarantee that the personal nature of the material, including email addresses, personal addresses, account numbers, financial information and so forth can be adequately redacted in the thousands of emails in question. The customer correspondence emails alone, not including the "SENT" mail, which includes our responses to the emails, amounts to some four thousand emails in the period of January 2013 to December 2015. Software to convert these emails to .DOC and .TXT format, to make them compatible with the Acrobat and Word formats used by the PSC, exists; however, the sites that offer these conversion software packages are of questionable character and present a very real security risk in the form of malware companions to conversion software downloads. Our utility computer, used for billing and account transactions as well as financial management, cannot be made subject to software that might potentially cause a sensitive data breach. Conversion software costs at a minimum \$99, posing a significant cost to the utility and its customers. An even more astronomical expense would be incurred in man hours and materials should the entire host of requested emails be printed out, redacted by hand, scanned and recorded on digital media or simply mailed to the PSC. We request that the PSC please reconsider the terms of their request, in the interest of data security and expense. We would be more than happy to log in to our email account with a PSC representative who can verify the existence of these correspondence without compromising the security of the contents, or we will certainly consider any other viable option to provide you with the information requested. Please let us know how we should proceed.

Sincerely,

Holly Burge
Account Manager; Aquarina Utilities, Inc.