

Collin Roehner

From: Ruth McHargue
Sent: Monday, March 27, 2017 2:35 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 150010

Customer correspondence

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

From: Consumer Contact
Sent: Friday, March 24, 2017 8:13 AM
To: Ruth McHargue
Subject: To CLK Docket 150010

Copy on file, see 1239681C DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Thursday, March 23, 2017 4:50 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 122693

CUSTOMER INFORMATION

Name: Dick Omrod
Telephone: (321) 723-5977
Email: omrod105@comcast.net
Address: 123 Caledonia Drive Melbourne Beach FL 32951

BUSINESS INFORMATION

Business Account Name: St. Andrew's Village HOA Account Number: 814
Address: 0 Caledonia Drive Melbourne Beach FL 32951

Water County Selected: Brevard

COMPLAINT INFORMATION

Complaint: Improper Billing against Aquarina Utilities, Inc.

Details:

When Aquarina Utilities applied for a rate increase (Docket 150010-WS) in 2016 they documented to the PSC that St. Andrew's non-potable water was supplied through a 4" meter. Th rate increase went into effect on Feb 1, 2017 and the Utility is billing us at the 8" meter rate. The difference is \$762.30 per month. Request the PSC enforce the water rate that was approved in 2016.