

**Collin Roehner**

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**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Monday, May 08, 2017 10:07 AM  
**To:** 'Don Schwinn'  
**Subject:** RE: Aquarina Utilities Docket Number:150010 Potable Pressure Failure

Good morning Mr. Schwinn,

We will be placing your comments below in consumer correspondence in Docket No. 150010-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

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

From: Don Schwinn [<mailto:donschwinn@comcast.net>]  
Sent: Monday, May 08, 2017 10:02 AM  
To: Office of Commissioner Brown; Braulio Baez; Greg Shafer; Clayton Lewis; Sayler, Erik; Records Clerk; Carl Vinson  
Cc: Patrick Pollock; Jim Royer; Dick Omrod; Doug Spice  
Subject: Aquarina Utilities Docket Number:150010 Potable Pressure Failure  
Importance: High

Dear PSC Officials,

For over an hour (since 8:45am) our community, Aquarina Beach and Country Club, as well as our neighboring community of St Andrews Village, have had no pressure in our potable water system. Even though the utility was made aware of this soon after the pressure failure, there has been no notification from them as to when pressure will be restored and whether there will be a 'boil water' notice.

This failure, along with a nearly 2-week loss of non-potable irrigation water last month, continues to prove our position taken during the rate case hearing that the utility's service should be rated "unsatisfactory".

Your enforcement is needed to spur the utility to greatly improve the reliability of its service, especially in the face of the large rate increase your Commission recently granted them.

Very truly yours,

Donald E Schwinn  
Member  
Water Utility Committee  
Aquinara Community Services Association