

Collin Roehner

From: Office of Commissioner Brown
Sent: Monday, May 08, 2017 10:26 AM
To: Commissioner Correspondence
Subject: FW: Aquarina Utilities Docket Number:150010 Potable Pressure Failure

Importance: High

Please place the attached in Docket Correspondence, Consumers and their Representatives, in Docket No. 150010-WS. Thank you.

-----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; Saylor, 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
Aquarina Community Services Association