

Antonia Hover

From: Kim, Breanna <KIM.BREANNA@leg.state.fl.us>
Sent: Thursday, April 30, 2020 10:07 AM
To: Records Clerk
Cc: Morse, Stephanie
Subject: Docket No. 20190080
Attachments: Customer correspondence - Melat.pdf

Good morning,
Please find attached for filing in the docket the correspondence we received from customers Justin and Susan Melat.

Thank you,
Breanna Kim
Office of Public Counsel

From: Susan Melat <ergore1@msn.com>
Sent: Thursday, April 30, 2020 9:29 AM
To: Morse, Stephanie
Subject: RE: Aquarina Utilities, Inc. - Public Service Commission Docket 20190080

Our address is 858 Aquarina Blvd.

Susan Melat,

From: Susan Melat
Sent: Thursday, April 30, 2020 9:26:17 AM
To: MORSE.STEPHANIE@leg.state.fl.us <MORSE.STEPHANIE@leg.state.fl.us>
Subject: Aquarina Utilities, Inc. - Public Service Commission Docket 20190080

We are Aquarina residents for 10 years and have experienced horrible situations:

1. Poor quality drinking water jeopardizing our health. We filter 3 times and buy water.
2. Poor communication regarding shutting off water....Notice did not go to Tidewater condos and water tank drained so low it blew over and leaked into condos below causing severe damages to many
3. No notice of when water was to be turned off during storm resulting the tank getting so low that we had sand in our water. It was so thick you could see and feel it in the bottom of our tub. It was in all the faucet filters clogging and ruining ice maker.
4. Billing is inconsistent posting payment.
5. And I understand excessive salaries to the owners.
6. This rate hike proposal MUST be blocked with a complete audit of salaries paid.
7. Aquarina golf course had to put in our own well as the cost of watering the course was so extreme. This seems to be nothing more than "pay back" for us trying to keep our golf course alive.

Thank you for you attention in this matter.

Please provide our comments to the commission and post on the webpage of other comments.

Justin and Susan Melat,