

**Ashley Quick**

---

**From:** Ruth McHargue  
**Sent:** Tuesday, March 08, 2016 3:23 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: Aquarina Utilities, Inc.

Customer correspondence

---

**From:** Consumer Contact  
**Sent:** Tuesday, March 08, 2016 8:09 AM  
**To:** Ruth McHargue  
**Subject:** FW: Aquarina Utilities, Inc.

The following has been added to 1207114C and 1207116C. DHood

---

**From:** Dale Helmer [<mailto:dale.helmer@yahoo.com>]  
**Sent:** Monday, March 07, 2016 5:00 PM  
**To:** Consumer Contact  
**Subject:** Re: Aquarina Utilities, Inc.

Ruth

I apologize that the submission did not contain the picture of the filter. The picture I indicated was attached to e-form 120101.

Docket No. 150010-WS

Attached is the picture of the filter.



0

Please let me know if you get the attachment.

R

Dale

On Mar 7, 2016, at 12:56 PM, Consumer Contact <[Contact@PSC.STATE.FL.US](mailto:Contact@PSC.STATE.FL.US)> wrote:

03/07/2016

Dear Mr. Helmer:

This email is in response to your recent inquiry to the Florida Public Service Commission (FPSC) regarding Aquarina Utilities, Inc..

It would be beneficial if you could provide the following information:

\* The picture you indicated as attached to e-form 120101, as the FPSC did not receive it.

You may send this information to me by reply e-mail or at the address and/or fax number listed below.

Sincerely,

Ruth McHargue  
Office of Consumer Assistance and Outreach

[contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Toll Free - 800-342-3552

Toll Free Fax 800-511-0809

2540 Shumard Oak Blvd.

Tallahassee, FL 32399

Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]

Sent: Sunday, March 06, 2016 4:18 PM

To: Consumer Contact

Subject: E-Form Other Complaint TRACKING NUMBER: 120101

#### CUSTOMER INFORMATION

Name: Dale Helmer

Telephone: (301) 252-8366

Email: [dale.helmer@yahoo.com](mailto:dale.helmer@yahoo.com)

Address: 130 Warsteiner Way #401 Melbourne Beach FL 32951

#### BUSINESS INFORMATION

Business Account Name: Ocean Dunes At Aquarina Account Number:

Address: 110 Warsteiner Way Melbourne Beach FL 32951

#### COMPLAINT INFORMATION

Complaint: Other Complaint against Aquarina Utilities, Inc.

Details:

To: The Florida Public Service Commission

Docket No. 150010-WS

Subject: Water Purification Complaint.

Sirs;

I have live in Ocean Dunes at Aquarina since 2012. Mary, my wife has a genetic condition called Alpha-1 Antitrypsin. Disorders of this protein include alpha 1-antitrypsin deficiency, an autosomal codominant

hereditary disorder in which a deficiency of alpha 1-antitrypsin leads to a chronic uninhibited tissue breakdown.

We have to filter our water using a carbon block with HEPA filter and UV light to prevent damage to my wife's liver. She is able to use the water, once filter for drinking and cooking. The filter system is moderately price, but the replacement filters are over \$135 and usually is replaced once every six months.

While living in Maryland, for 28 years, we had no problem replacing the filters at the six to nine month intervals. The same was true here in Aquarina, until 2014, when it appears the water quality suffered. We have had to replace the filters at 4 months intervals and in 2015 at 3 to 4 month intervals! The rate of filter replacement is unprecedented. It costs me an additional \$270/years because of water quality. Additionally the most recent filter showed signed of significant contamination. Attached is the picture of the filter.

The filter is normally white at the beginning of filtration and turns light brown to removing contaminants. The filter is not supposed to be black at anytime as seen on the image. I am unable to determine why the filter turned black, but it has to be something in the water. There has been a significant change in the water delivered to Ocean Dunes that most likely is not a good thing.

I will continue to replace the filter as necessary. I hope that the Commission can have the Aquarina Utility improve the processes to pre-2013 levels.

Very Respectfully,

Dale Helmer

[dale.helmer@yahoo.com](mailto:dale.helmer@yahoo.com)

130 Wartsteiner Way #401  
Melbourne Beach, FL 32951