

State of Florida



## Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

---

**DATE:** April 25, 2016  
**TO:** Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk  
**FROM:** Clayton Lewis, US Engineering Specialist, Division of Engineering *CL* *CK*  
**RE:** DN 150010-WS – Application for staff-assisted rate case in Brevard County by Aquarina Utilities, Inc.

---

Please file the attached “Letter from our Association President”, in the “Consumer side of the Correspondence Tab” in the above mentioned Docket File.

Thank you.

**Terri Jones**

---

**From:** Clayton Lewis  
**Sent:** Monday, April 25, 2016 1:48 PM  
**To:** Terri Jones  
**Subject:** FW: Aquarina Utilities Inc. PSC Docket No. 150010-WS  
**Attachments:** PSC Mgmt Audit Request.pdf; ATT00001.htm

Please add this email and the attached document to the correspondence side of Docket No. 150010-WS

Thank you

---

**From:** Don Schwinn [<mailto:donschwinn@comcast.net>]  
**Sent:** Monday, April 25, 2016 8:07 AM  
**To:** Clayton Lewis; [sayler.erik@leg.state.fl.us](mailto:sayler.erik@leg.state.fl.us); [merchant.tricia@leg.state.fl.us](mailto:merchant.tricia@leg.state.fl.us)  
**Cc:** Cappsfl; Jim Royer; Dick Omrod; Patrick Pollock  
**Subject:** Aquarina Utilities Inc. PSC Docket No. 150010-WS

Attached for your information is a letter from our Association President requesting a Management Audit of the Utility.

The letter has been faxed to the Commission Clerk.

Donald Schwinn  
Member  
Water Utility Committee  
Aquarina Community Services Association

**Aquarina Community Services Association  
450 Aquarina Blvd  
Melbourne Beach FL 32951**

22 April 2016

Director, Office of the Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Re: PSC Docket No. 150010-WS  
Aquarina Utilities Rate Increase  
Request for Management Audit

Dear Commission Members and Staff:

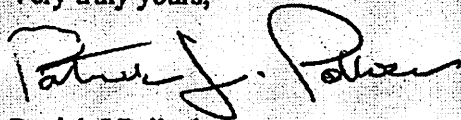
This letter is to request that the PSC conduct a Management Audit of Aquarina Utilities Inc in accordance with PSC Chapter 350.117. It is apparent to us that the management of the utility is haphazard and not in keeping with regulatory utility practices. For example, the Commission staff's preliminary report states that the utility had no complaints in 2014 yet our users have stated there were many. It is obvious that the utility's recording of complaints is woefully incomplete.

Management issues that require major improvement include:

- Records of complaints
- Failure to issue boil water notices
- Poor responses to complaints
- Erroneous meter readings
- Failure to notify Fire Department of lack of hydrant pressure
- Infrequent water main flushing
- Erroneous billing
- Lack of system maps and records
- Excessively tardy responses to serious water quality and repair issues.

We believe that unless these deficiencies are eliminated the utility is not entitled to a rate increase.

Very truly yours,



Patrick J Pollock  
President  
Aquarina Community Services Association

cc via email:

Erik L. Saylor  
Tricia Merchant  
Clayton Lewis