

Sandra Soto

From: Ruth McHargue
Sent: Wednesday, March 15, 2017 3:37 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 150010

Customer correspondence

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

From: Consumer Contact
Sent: Wednesday, March 15, 2017 3:30 PM
To: Ruth McHargue
Subject: To CLK Docket 150010

Copy on file, see 1239066C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Wednesday, March 15, 2017 11:31 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122651

CUSTOMER INFORMATION

Name: Roberta Crapo
Telephone: (321) 952-6202
Email: r.crapo@yahoo.com
Address: 117 Caledonia Drive Melbourne Beach FL 32951

BUSINESS INFORMATION

Business Account Name: Roberta Crapo
Account Number: 455
Address: 117 Caledonia Drive Melbourne Beach FL 32951

Water County Selected: Brevard

COMPLAINT INFORMATION

Complaint: Other Complaint against Aquarina Utilities, Inc.
Details:

This complaint is about our Non-potable water billed to Saint Andrew's Village c/o Advanced Property Management, Inc.
1978 U.S. Hwy. 1 Ste. 106
Rockledge, FL 32955 I do not personally have the non-potable water
account #. This bill is rolled into our HOA fees. The increase in our bill includes \$1,108 per month for an 8 " meter(when
the company had represented it to the commission as a 4" meter).The fee for 1,000 gallons used is now changed from
\$.78 to \$1.38. Based on these numbers, our monthly fees for HOA dues have risen \$40.00
Example: actual bill 8/16/2016 Gallons used 962,000 2016 bill \$750.30 New rate \$1,327.56 + \$1,108.80 Total \$2,436.36
This illustrates the difference in non-potable water fees bringing them to approximately \$26,000.00 + per year. This is an
unreasonable rate increase.