

Antonia Hover

From: Shonna McCray
Sent: Thursday, April 9, 2020 3:07 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 2010080 (20190080)

Consumer correspondence for docket 20190080.

Sincerely,
Shonna McCray
Regulatory Program Administrator
Florida Public Service Commission

From: Sandra Podesta <sp@eBusinessWriting.com>
Sent: Thursday, April 09, 2020 11:44 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: RE: Docket #20190080-WS, Aquarina Utilities, Inc.

RE: Docket #20190080-WS, Aquarina Utilities, Inc.

Dear Commissioners, no doubt you see in your records a high volume of complaints about the water utility **Aquarina Utilities** that we in Melbourne Beach's Aquarina community have made over the past several years – both in written form and in person at numerous commission hearings in Tallahassee.

Having presented details, dates, times, names and substantiated complaints regarding many serious infractions by the utility, we were gratified when the Commissioners ruled that a Management Audit was necessary. However, despite having an engineer present, the auditors made no inspection of **Aquarina Utilities'** physical plant or equipment. Nor did they look into documents we provided showing that **Aquarina Utilities** staff members reported being at two sites at the same times on the same day that are too geographically distant for this to be possible, suggesting gross billing irregularities, if not criminal offenses.

Nevertheless, rate increases have been approved with minimal requirements for improved service and no enforcement of their not being addressed. Recent rate increases have resulted in nearly bankrupting our golf business, which is open to the greater public communities, including Melbourne, West Melbourne, Indialantic, Grant, Palm Bay, Satellite Beach, Windsor, Vero Beach and many others. The Aquarina Board and Community members have tried to collaborate with **Aquarina Utilities** to identify solutions but the utility was not interested in solutions – only rate increases. As a result, we have had to go into debt in order to construct our own well to sustain the golf business – incredibly, a reason the utility actually cites to justify an increase!

Some of these infractions actually threaten our properties and our, worse, our health – such as when the water levels drop *without triggering an alarm* to levels insufficient to put out a fire. The water provided by the utility is already undrinkable, sickening many who drink it, myself included. The potential for losing our homes, the fact of being sick and the struggle to repay debt necessitated by **Aquarina Utilities** itself...what other challenges must we endure without solution while paying continuously higher rates?

I urge you to deny the current rate increase petition and to demand that vital service improvements are made.

Respectfully,

Sandra Podesta
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Aquarina
Melbourne Beach, FL 32951

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