

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-**

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**DATE:** February 10, 2016  
**TO:** Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk  
**FROM:** Clayton Lewis, US Engineering Specialist, Division of Engineering *REQ CLL*  
**RE:** DN 150010-WS – Application for staff-assisted rate case in Brevard County by Aquarina Utilities, Inc.

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Please file the attached in the “Correspondence Side” of the above mentioned Docket File.

Thank you.

**Terri Jones**

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**From:** Clayton Lewis  
**Sent:** Tuesday, February 09, 2016 4:03 PM  
**To:** Terri Jones  
**Subject:** correspondence for Docket No. 150010

Please file this message train as correspondence for Docket No. 150010 – Aquarina

Thank you.

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**From:** w4maw [mailto:w4maw@bellsouth.net]  
**Sent:** Tuesday, February 09, 2016 2:41 PM  
**To:** Clayton Lewis  
**Subject:** RE: FW: Aquarina Utilities

Thank you for your prompt attention. I just heard from our Board and agree with the need for a survey.

Sherry

Sent via the Samsung GALAXY S@4, an AT&T 4G LTE smartphone

----- Original message -----

**From:** Clayton Lewis <CLewis@PSC.STATE.FL.US>  
**Date:** 02/09/2016 1:33 PM (GMT-05:00)  
**To:** "w4maw@bellsouth.net" <w4maw@bellsouth.net>  
**Cc:** Robert Graves <RGRAVES@PSC.STATE.FL.US>, Laura King <LKing@PSC.STATE.FL.US>  
**Subject:** FW: Aquarina Utilities

Ms. Burnette,

We have received copies of correspondence between the Aquarina Board of Directors and Aquarina Utilities. The information indicates the Board had requested a delay in the repair. Please see message below.

On Monday, February 8, 2016 5:11 PM, Don Schwinn <donschwinn@comcast.net> wrote:

To: Aquarina Utilities Inc.

This message is sent on behalf of the Board of Directors of the Osprey Village Court Homeowners Association.

We understand you are considering cutting the pavement and digging a trench from unit 212 across the Osprey Villas Court roadway to the water main. The Homeowners Association owns the roadway and therefore does not want it to be physically altered in any way without a proper underground utility survey. This survey should be accomplished by a company specializing in such surveys using ground penetrating radar and electromagnetic induction technologies. All electrical lines, sewers, storm drains, water services, telephone and cable tv should be located and properly color coded. The survey area should cover at least 10 feet to either side of the proposed trench for its full length.

Please reply to this message, copied to each of the Board Members indicated below, with your plan to accomplish the survey.

Thank you,

Donald Schwinn, Vice-President: [donschwinn@comcast.net](mailto:donschwinn@comcast.net)

Douglas Spice, President: [douglasspice@gmail.com](mailto:douglasspice@gmail.com)

James Minnes, Secretary-Treasurer: [minnes.j@gmail.com](mailto:minnes.j@gmail.com)

Please contact me should you have additional concerns or questions.

*Clayton K. Lewis*

*Division of Engineering*

*Florida Public Service Commission*

*850 413-6578*

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

From: Sherry Burnette [<mailto:w4maw@bellsouth.net>]

Sent: Tuesday, February 09, 2016 8:17 AM

To: Clayton Lewis

Subject: Aquarina Utilities

As a Aquarina resident and consumer, I am writing you to voice my concerns regarding AUI's performance. One of our resident's on Osprey Villas Court has had low water pressure problems since last year. A broken water line was finally identified a few weeks ago but AUI has been unable to repair the line. Many excuses have been offered, such as not able to find a company willing to repair just one line to not being licensed to make such repair. The problem remains with two large holes dug, barricaded, and a hose ran from the blow off to the resident for water. At least the resident has free water!

On Saturday, I reported a second small leak in our incoming pipe, prior to the meter. AUI responded they would be here Monday (yesterday) to repair the line but I have not seen or heard from them and the leak continues. The good news, at this point, is we do have water.

On Monday, many residents reported air in the water which AUI responded did not affect the quality of the water. More concerns were expressed.

We have an aging water system but a utility not equipped to handle normal utility functions. At our current rate, we certainly deserve better service. I understand AUI is asking for a rate increase. I am concerned, while an increase may be in order, will AUI be able to meet the growing demands and repairs of our community.

I would very much appreciate your attention in this matter.

Sincerely,

Sherry Burnette

218 Osprey Villas Court

Melbourne Beach, Aquarina

Sent from my iPad