

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:** March 8, 2016  
**TO:** Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk  
**FROM:** Clayton Lewis, US Engineering Specialist, Division of Engineering *CK PEI*  
**RE:** Docket No. 150010-WS-Application for staff-assisted rate case in Brevard County  
by Aquarina Utilities, Inc.

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Please file the attached "Correspondence from Customer Podesta – comments on quality of service" in the above mentioned Docket File.

Thank you.

## Terri Jones

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**From:** Clayton Lewis  
**Sent:** Tuesday, March 08, 2016 12:06 PM  
**To:** Terri Jones  
**Cc:** Robert Graves  
**Subject:** FW: Complaint about Aquarina Utilities

Please add the following message to Docket #150010. Please title "Correspondence from Customer Podesta – comments on quality of service."

Thank you

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**From:** Sandra Podesta [<mailto:sp@eBusinessWriting.com>]  
**Sent:** Monday, March 07, 2016 9:06 AM  
**To:** [AquarinaUtilities@bellsouth.net](mailto:AquarinaUtilities@bellsouth.net)  
**Cc:** Clayton Lewis  
**Subject:** Complaint about Aquarina Utilities

We am writing to register a formal complaint with your company, Aquarina Utilities, for lack of service and for failing to demonstrate appropriate concern about the health and well-being of your customers.

On numerous occasions, there are been disruptions of service such as discoloration of water and debris in the water. Naturally, your customers are average citizens and not water scientists and so, depend upon you to keep us informed about whether such things are dangerous, whether we should refrain from using the water or boil it, how long to expect this disruption to continue. We have never received a single communication on such occasions – not an e-mail, not a phone call, not a letter under the door or in the mailbox – even when such situations last for days. This grievous lack of information demonstrates a complete disregard for the health of your customers.

Such lack of communication might be acceptable if you were, say a bowling alley. But you are **in the business of providing clean water** and in these instances, you do not. We are not even asking for reimbursement for non-potable-water days -- we want to be kept informed. If you cannot do this, you most certainly do not deserve to be rewarded by an increase in profits. **In my opinion, one shared by those in the Aquarina community, this unacceptable level of service should not be rewarded with a rate increase. It should be corrected. Immediately.**

Sincerely,  
Sandra Podesta and Edward Shanahan  
200 Osprey Villas Court-Aquarina  
Melbourne Beach, FL 32951  
321-724-1891

**Sandra Podesta**  
eBusinessWriting.com  
(203) 494-5111