

Ashley Quick

From: Ruth McHargue
Sent: Monday, April 25, 2016 11:56 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 150010
Attachments: FAX-2016-04-25 08_21_52.tif

Customer correspondence

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

From: Consumer Contact
Sent: Monday, April 25, 2016 8:32 AM
To: Ruth McHargue
Subject: To CLK Docket 150010

Copy on file, see 1210882C. DHood

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

From: PSC Fax Server [<mailto:Fax@psc.state.fl.us>]
Sent: Monday, April 25, 2016 8:22 AM
To: Consumer Contact
Subject: FPSC , 1 page(s)

New Fax Received!

You have received a 1 page fax from FPSC ().

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.

**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:

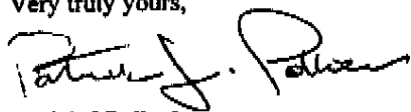
This letter is to request that the PSC conduct a Management Audit of Aquarina Utilities Inc in accordance with PSC Chapter 350.117. It is apparent to us that the management of the utility is haphazard and not in keeping with regulatory utility practices. For example, the Commission staff's preliminary 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