

Sandra Soto

From: Office of Commissioner Brown
Sent: Thursday, May 25, 2017 8:52 AM
To: Commissioner Correspondence
Subject: FW: Aquarina Utilities Continuing Problems
Attachments: AUI Letter.pdf; AUI Letter Attachments.pdf

Please place the attached in Docket Correspondence, Consumers and their Representatives, in Docket No. 150010-WS.
Thank you.

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

From: Patrick Pollock [<mailto:aquarina.patrick@gmail.com>]
Sent: Thursday, May 25, 2017 8:15 AM
To: Kevin Burge
Cc: Stewart Capps; Ann Bruns; Dale Helmer; John Miller; Nancy McRae; David Baker; Office of Commissioner Brown; Braulio Baez; Carl Vinson; Greg Shafer
Subject: Aquarina Utilities Continuing Problems

Kevein find attached a letter documenting our meeting on the 9th. I have attached photos and outage log to help reinforce our concerns. In each outage case we contacted your on site employee (Chris) and advised him of the occurrence and the nature of the problem. Non-action on AUI's part lead directly to our face-to-face meeting request and this follow-up letter.

Patrick Pollock
President, ACSA



Patrick J Pollock
President
Aquarina Community Service Association
450 Aquarina Blvd
Melbourne Beach, Florida 32951

Mr. Kevin Burge, President
Aquarina Utilities Incorporated
P.O. Box 1114
Fellsmere, FL 32948

Mr. Burge,

Thank you for taking the time to meet with Ann Bruns, Stewart Capps, Ollie Rhodes, and me on Tuesday the 9th. We had high hopes for the meeting as a means for communicating our concerns and the damage that insufficient non-potable water since the beginning of the year has caused on both the golf course and the community's common grounds. Unfortunately by the end of the meeting our hopes were significantly reduced. We were no longer confident that Aquarina Utilities Incorporated (AUI) was willing and able to provide the water that we require.

During the meeting we tried to explain the importance of our golf course to the community. We advised you that studies show that a community owned golf course increases property values by 20 to 25% and that as a result it is the most important asset of the community. Loss of that asset would be catastrophic. We also advised you that since the beginning of the year, AUI has not provided the water necessary to support our golf course.

To summarize the problems created by AUI:

- In January we were without water for 28 days and the golf course suffered significant damage. Since that time, we have been without water overnight or have inadequate water at least 14 times (See Attachment A). This unreliable supply availability has limited our ability to apply adequate herbicides and fertilizers. Photographs in Attachment B clearly document resulting damage. If the pump were to go down during the summer for a period similar to that which occurred in January, we would lose the course. A professional analysis concluded that restoration would be approximately \$1,000,000.
- The resulting damage has resulted in community residents choosing to play other courses and two golf leagues threatening to abandon Aquarina. On an annual basis loss of the two leagues would result in the loss of more than \$50,000 in revenue.
- On Wednesday, Feb 1, 2017 a work order was sent to Aquarina irrigation crew reporting an issue with a meter on the south side of our main entrance. AUI was notified on February 1, 2017 that servicing our frontage on A1A has been in need of repair. While AUI initially inspected the issue with the meter the only other action by AUI during that period was to set up orange cones to mark the hole until April 28th when their closure of the valve at this meter broke it in the off position cutting off all irrigation to the south of the main Aquarina entrance. This has resulted in the loss of the St. Augustine grass and the entire area will have to be re-sodded. Photographs in Attachment C document the damage. AUI communicated they plan to repair the meter by the end of the week.

- Our sub-communities have also been subjected to this same poor performance.

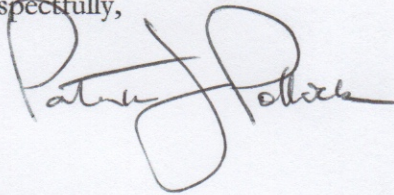
In addition to these concerns, we are equally concerned by the fact that for over a year, AUI has been operating with a single non-potable water pump distributing water to the golf course. It is our understanding the primary pump failed and AUI made the decision to operate with the backup pump and not repair the other. Further, we are concerned that the current pump may be experiencing significant problems as on some occasions it has totally shut down and on others it has been unable to deliver the quantities of water we need.

The problem is exacerbated by an under-sized well pump (500 gallons per minute) that is unable to keep up with the overnight demand when the golf course alone requires at least 450,000 gallons. Add the needs of the rest of our community, the St. Andrews community and the fire suppression system, and it is clearly overwhelmed.

We also asked again that you provide daily meter readings because our meter is on your property and we do not have access to it. We require that data so we can properly manage the water on the course; verify that our water management system is working properly; and meet St. John River Water Management District reporting requirements. Up until now that data has not been made available on a regular basis. We are hopeful that you will fill your commitment to supply that data to us daily.

To reiterate what I said in closing the meeting, the value of our key asset is so great to the community that we cannot sit by and watch it be destroyed by AUI's inability to reliably supply adequate water when it is required. We expect AUI to do everything necessary to correct the existing problems and meet that obligation.

Respectfully,



5/25/2017

CC:

Ann Bruns, President Aquarina Golf Incorporated
ACSA Board
The Public Service Commission (PSC)
The PSC Management Audit Team

Attachment A

Log of Outages since the outages for most of January, 2017

2-24-2017	Not enough water to run a 80% cycle; no water Saturday morning
3-17-2017	Not enough water to run 80% cycle; no water Saturday
4-7-2017	No water upon arrival
4-8-2017	No water in morning; not enough to run 80% cycle did not run
4-17-2017	Not enough to run 80% cycle
4-19-2017	Not enough to run 80% cycle
5-13-2017	No water upon arrival
5-14-2017	No water upon arrival
5-15-2017	No water upon arrival
5-16-2017	No water upon arrival
5-17-2017	No water upon arrival
5-18-2017	No water upon arrival; as requested by AUI did not run irrigation
5-19-2017	Less than half tank, did not run irrigation as AUI requested
5-20-2017	Ran a partial cycle

Attachment B

Two examples of the extensive damages to the golf course greens. These greens were newly replaced in 2015. These are representative.





Attachment C

Damage to Aquarina's frontage also A1A. The St. Augustine grass is dead and will not recover. It will have to be re-sodded. The first picture shows the extent of AUP's repair of the problem which has persisted for months – cones around the hole where the broken valve is to prevent injury.



A small section of the dead St Augustine grass along A1A.

