

Sandra Soto

From: Office of Commissioner Brown
Sent: Thursday, June 15, 2017 9:15 AM
To: Commissioner Correspondence
Subject: FW: continuing concerns
Attachments: Burge 6-14 letter.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: Wednesday, June 14, 2017 2:11 PM
To: Kevin Burge
Cc: Stewart Capps; Ann Bruns; Dale Helmer; John Miller; Nancy McRae; David Baker; Office of Commissioner Brown; Office of Commissioner Brown; Greg Shafer
Subject: continuing concerns

In spite of our attempts to lessen the stress on AUI's aging infrastructure, the non-potable system is still unable to meet even those reduced demands.

Please refer to the attached letter. It details our efforts and our continuing concerns.

Respectfully,

Patrick Pollock



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,

This is a follow-up to my earlier letter expressing ACSA's concerns about AUI's inability to deliver the non-potable water necessary to sustain our golf course.

First let me thank you for providing the use data – it has allowed us to verify our computer delivery settings to optimize the sprinkler system watering times. Second at your company's request let me confirm that we did abstain from watering for a period of 36 hours to allow you to recharge the non-potable water tank. We also have tried reprogramming system to reduce our nightly consumption from 450,000 gallons weather permitting to alternate night cycles with one program using 246,000 gallons and the other using 315,000 gallons – and average of 300 gallons per night. That water usage level only has a chance of working if AUI is able to consistently deliver the required water.

In spite of our efforts, when we resumed watering AUI was unable to provide the water required. The very first night the VFD shut down after only a partial delivery of water. The same thing occurred the following night.

Fortunately for all of us we have had a period of rain and cooler temperatures that has reduced watering requirements and we have largely been able to sustain the course on Mother Nature's delivery system. Only 10 of the 24-day period from 5/16 to 6/8 required water from the AUI system. Even with the reduced water need and the reduction of our water usage rate as noted above, 20% of the time AUI failed to deliver the water required.

ACSA remains concerned that AUI system is not functioning properly. We all know the hottest months of the year are almost upon us and this problem has not been solved. In fact we have no information to suggest that it is even being worked on. Another failure of the system like the one that occurred in January will be catastrophic. We would like to know what and when AUI is doing to fix the recharge pump capacity problem as well as the golf course feed pump's reliability issues. Finally we would like to know AUI's plans to replace the redundant pump that failed several years ago.

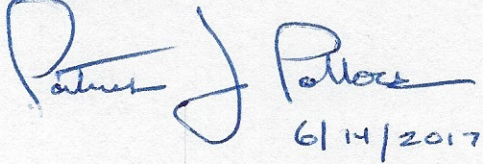
All of this said a picture is worth a thousand words. Attached you will find a picture of the damage currently being caused by the lack of a reliable water supply. We have been forced to prioritize the greens in the watering cycles so when the water shuts off prematurely some areas are not receiving water except when it rains. The first picture is of one of the tee boxes not on a greens irrigation loop.

I have also taken the liberty of including a picture of the incomplete repair on Aquarina Boulevard. AUI was first notified of a meter problem at this location some four months ago and then of the complete failure of the valve some two months ago. As of today the sidewalk remains closed because AUI has not completed the work. This is the only pedestrian access to A1A and our Beach Club across

that highway. This closure forces people into the only Aquarina exit and to compete with traffic. When is AUI going to complete this repair?

To reiterate what I said in closing our May meeting and in my follow-up letter, 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 or unwillingness to reliably supply adequate water when it is required. We expect AUI to do everything necessary to correct the existing problems and meet their obligations.

Respectfully,


6/14/2017

CC:

Ann Bruns, President Aquarina Golf Incorporated

ACSA Board

The Public Service Commission (PSC)

The PSC Management Audit Team

