

ORIGINAL

STATE OF FLORIDA

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OFFICE OF THE GENERAL COUNSEL
RICHARD D. MELSON
GENERAL COUNSEL
(850) 413-6199

PCA

Public Service Commission

December 22, 2004

RECEIVED-FPSC
ON DEC 22 PM 3:34
COMMISSION
CLERK

The Honorable Mike Fasano
The Florida Senate
310 Senate Office Building
404 South Monroe Street
Tallahassee, FL 32399-1100

Re: Complaint letter from Carmen J. Gallo dated December 1, 2004

Dear Senator Fasano:

Thank you for forwarding the letter from Mr. Carmen J. Gallo in which he discussed billing problems he was having with Aloha Utilities, Inc. Except for the period April 15, 2003 through May 15, 2003, Mr. Gallo attached bills for service rendered from 12/15/02 through 11/15/04. In his letter, Mr. Gallo asked that particular attention be paid to the period 10/15/03 through 5/15/04.

By memorandum, I have forwarded your letter, with Mr. Gallo's letter and the attached bills, to the Division of Economic Regulation, with copies to: Ms. Cindy Miller, Director, Office of Federal and Legislative Liaison; Ms. Rosanne Gervasi, who is the senior attorney assigned to Docket No. 020896-WU (deletion docket); the Division of Regulatory Compliance and Consumer Assistance; the Division of Commission Clerk and Administrative Services; and the Office of the Executive Director, for their information and for the appropriate actions.

CMP _____ Thanks again for your continuing involvement in this area. I have been advised that Mr. Joe
COM _____ Jenkins, Assistant Director of the Division of Economic Regulation, assigns complaints received by
CTR _____ the Division of Economic Regulation for their appropriate handling.

ECR _____

GCL _____

OPC _____

MMS _____

RCA _____

SCR _____

SEC 1 _____

OTH _____

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

DOCUMENT NUMBER-DATE

13417 DEC 22 04

FPSC-COMMISSION CLERK

The Honorable Mike Fasano
Page 2
December 22, 2004

If you have any questions, or if I can be of any further assistance, please write me at this address or call me at 850-413-6234, or Mr. Jenkins at 850-413-6626.

Sincerely,

A handwritten signature in black ink, appearing to read "Ralph R. Jaeger", is written over a light gray rectangular background.

Ralph R. Jaeger
Senior Attorney

RRJ:jb

cc: Division of Economic Regulations (Devlin, Jenkins)
Office of Federal and Legislative Liaison (Miller)
Office of the General Counsel (Melson, Gervasi)
Division of the Commission Clerk and Administrative Services (Bayo)
Division of Regulatory Compliance and Consumer Assistance (Pena)
Office of Executive Director (Bane, Hill)

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-

DATE: December 22, 2004
TO: Timothy J. Devlin, Director, Division of Economic Regulation
FROM: Ralph R. Jaeger, Senior Attorney, Office of the General Counsel
RE: Complaint Letter of Mr. Carmen J. Gallo against Aloha Utilities, Inc., forwarded by Senator Mike Fasano

Attached is the original cover letter of Senator Fasano with the attached copy of the complaint letter of Mr. Carmen J. Gallo, a customer of Aloha Utilities, Inc., which I received on December 21, 2004. I am not aware of any previous action on this complaint letter. Please have your staff take the appropriate action in addressing Mr. Gallo's concerns.

RRJ/jb

cc: Office of Federal and Legislative Liaison (Miller)
Office of General Counsel (Melson, Gervasi)
Division of Commission Clerk and Administrative Services (Bayo)
Division of Regulatory Compliance and Consumer Assistance (C. Pena)
Office of Executive Director (Bane, Hill)



THE FLORIDA SENATE

Tallahassee, Florida 32399-1100

COMMITTEES:
Transportation and Economic Development
Appropriations, *Chair*
Banking and Insurance
Children and Families
Health Care
Ways and Means

JOINT COMMITTEE:
Legislative Budget Commission

SENATOR MIKE FASANO
11th District

December 13, 2004

Ralph Jaeger, Senior Attorney
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Mr. Jaeger:

I am enclosing a copy of a letter I received from Carmen Gallo, one of my constituents, detailing problems he has been having with Aloha Utilities and his water bills.

I would appreciate it if you would review Mr. Gallo's letter and documents and let him know if there is anything you can do to help.

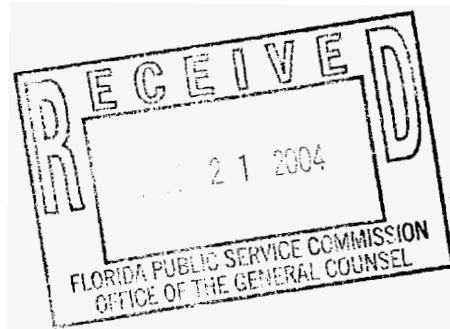
Thanks in advance for your assistance. As always, let me know if I can ever do anything for you.

Best wishes for a wonderful holiday season.

Yours truly,


Mike Fasano
State Senator, District 11

MF/cmh
Enclosure
Cc: Carmen Gallo



REPLY TO:

- ☐ 8217 Massachusetts Avenue, New Port Richey, Florida 34653-3111 (727) 848-5885
- ☐ 310 Senate Office Building, 404 South Monroe Street, Tallahassee, Florida 32399-1100 (850) 487-5062

Senate's Website: www.flsenate.gov

TOM LEE
President of the Senate

CHARLIE CLARY
President Pro Tempore

1 Dec. 04

1948 Coolidge Rd.
Holiday, FL 34691
Phone: 727-943-0882

Sir:

I request that you check the Bill from ALOHA UTILITIES that I received from 2003 through 10/15 to 11/15/04 paying attention to the following Bills dating from 10/15/03 05/15/04. I called several times during period above complaining about the bill charges, was told to go check my meter as well as my house for leaks, which I did and found no leaks.

I went to the Aloha Office to complain about the rise in the bills approximately 6/16/04 and was told they had not received any complaints from me in person or phone in several months and only one phone call. They again suggested I check all my Bathrooms & Kitchen Sinks as well as outside faucets. They sent a Technician down the next day to check the meter (water) and he found nothing wrong with the meter and I again found nothing wrong.

inside the House. I also complained about
them telling me to Read the meter &
check for leak. I Told them it was
their Job to Read & check the meter
as I didn't work for them.

Well as you can see by my
Water Bill for past months since
my complaint personally. I am
a 79 year old person & feel they
~~should~~ should of made some adjustment
to me for those excess Bills for I
live on a fixed budget and do not
like being treated in the manner
I was by Aloha Utilities.

Sincerely
MR. CARMEN J. GALLO

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

Aloha Utilities, Inc.
6915 Perrine Ranch Road
New Port Richey, FL 34655
www.aloha-water.com

Office Hours:

Monday - Friday 8:30 - 4:00
Telephone (727) 372-0115
24 Hour Emergency (727) 372-0115

ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE		DUE DATE	
16956		COOLIDGE ROAD, 1948.			01/31/03		02/23/03	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE	
		FROM	TO		CURRENT	PREVIOUS		
55209850	ARC	12/15/02	01/15/03	31	155160	152300	2860	

PREVIOUS BALANCE	39.88
PAYMENTS RECEIVED ON 01/08/03	39.88
OUTSTANDING BALANCE	0.00
WATER BASE CHARGE	2.48
GALLONAGE CHARGE(2860 gal @ 0.00256000)	7.32
TOTAL WATER	9.80
WASTEWATER BASE CHARGE	10.39
GALLONAGE CHARGE(2860 gal @ 0.00456000)	13.04
TOTAL WASTEWATER	23.43
GARBAGE	8.77
STREET LIGHTS	2.00
TOTAL CHARGES DUE BY 02/23/03	44.00

Please visit our new website at your earliest convenience. www.aloha-water.com

Pa. 44.00
cc # 1234
Std 2/2/3 4/0

Bills are due when rendered, and delinquent if not paid within 20 days. Water service may then, after five (5) days written notice, be discontinued for non-payment of either the water or sewer service. Service will be resumed only upon payment of all past due water and sewer bills and penalties together with a reconnect charge.

PAY THIS AMOUNT ►

44.00

EASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

Aloha Utilities, Inc.
6915 Perrine Ranch Road
New Port Richey, FL 34655
www.aloha-water.com

Office Hours:
Monday - Friday 8:30 - 4:00
Telephone (727) 372-0115
24 Hour Emergency (727) 372-0115

ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE		DUE DATE	
16956		COOLIDGE ROAD, 1948			02/28/03		03/26/03	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE	
		FROM	TO		CURRENT	PREVIOUS		
55209850	ARO	01/15/03	02/15/03	31	158640	155160	3480	

Handwritten: PAID 3/6/03

PREVIOUS BALANCE	44.00
PAYMENTS RECEIVED ON 02/05/03	-44.00
OUTSTANDING BALANCE	0.00
WATER BASE CHARGE	2.48
GALLONAGE CHARGE (3480 gal @ 0.00256000)	8.91
TOTAL WATER	11.39
WASTEWATER BASE CHARGE	10.39
GALLONAGE CHARGE (3480 gal @ 0.00456000)	15.87
TOTAL WASTEWATER	26.26
GARBAGE	8.77
STREET LIGHTS	2.00
TOTAL CHARGES DUE BY 03/26/03	48.42

Are you interested in additional payment options?

Visit our website at www.aloha-water.com and complete our online survey regarding the various payment options we are considering.

Thank you for your assistance.

Bills are due when rendered, and delinquent if not paid within 20 days. Water service may then, after five (5) days written notice, be discontinued for non-payment of either the water or sewer service. Service will be resumed only upon payment of all past due water and sewer bills and penalties together with a reconnect charge.

PAY THIS AMOUNT ►

48.42

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

Aloha Utilities, Inc.
6915 Perrine Ranch Road
New Port Richey, FL 34655
www.aloha-water.com

38.02
1278
25.48

Office Hours:
Monday - Friday 8:30 - 4:00
Telephone (727) 372-0115
24 Hour Emergency (727) 372-0115

ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE		DUE DATE
16956		COOLIDGE ROAD, 1948			03/31/03		04/23/03
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE
		FROM	TO		CURRENT	PREVIOUS	
55209850	ARC	02/15/03	03/15/03	28	160660	158640	2020

PREVIOUS BALANCE	48.42
PAYMENTS RECEIVED ON 03/10/03	-48.42
OUTSTANDING BALANCE	0.00
WATER BASE CHARGE	2.48
GALLONAGE CHARGE(2020 gal @ 0.00256000)	5.17
TOTAL WATER	7.65
WASTEWATER BASE CHARGE	10.39
GALLONAGE CHARGE(2020 gal @ 0.00456000)	9.21
TOTAL WASTEWATER	19.60
GARBAGE	8.77
STREET LIGHTS	2.00
TOTAL CHARGES DUE BY 04/23/03	38.02

Due to heightened security concerns, please remember you are our eyes and ears. Please be vigilant and alert local law enforcement and the Utility if you see anything or anyone suspicious.

Bills are due when rendered, and delinquent if not paid within 20 days. Water service may then, after five (5) days written notice, be discontinued for non-payment of either the water or sewer service. Service will be resumed only upon payment of all past due water and sewer bills and penalties together with a reconnect charge.

PAY THIS AMOUNT ►

38.02

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

Aloha Utilities, Inc.
6915 Perrine Ranch Road
New Port Richey, FL 34655
www.aloha-water.com

Office Hours: *Pl 42.72 \$ 1706*
Monday - Friday 8:30 - 4:00
Telephone (727) 372-0115
24 Hour Emergency (727) 372-0115

ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE		DUE DATE	
16956		COOLIDGE ROAD, 1948			04/30/03		05/22/03	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE	
		FROM	TO		CURRENT	PREVIOUS		
55209850	ARO	03/15/03	04/15/03	31	163340	160660	2680	

PREVIOUS BALANCE	38.02
PAYMENTS RECEIVED ON 04/07/03	38.02
OUTSTANDING BALANCE	0.00
WATER BASE CHARGE	2.48
GALLONAGE CHARGE(2680 gal @ 0.00256000)	6.86
TOTAL WATER	9.34
WASTEWATER BASE CHARGE	10.39
GALLONAGE CHARGE(2680 gal @ 0.00456000)	12.22
TOTAL WASTEWATER	22.61
GARBAGE	8.77
STREET LIGHTS	2.00
TOTAL CHARGES DUE BY 05/22/03	42.72

In spite of our recent rains, we are still under mandatory watering restrictions. To view the current watering restrictions visit <http://pascocountyfl.net/utilities/water/water10.html>

Bills are due when rendered, and delinquent if not paid within 20 days. Water service may then, after five (5) days written notice, be discontinued for non-payment of either the water or sewer service. Service will be resumed only upon payment of all past due water and sewer bills and penalties together with a reconnect charge.

PAY THIS AMOUNT ►

42.72

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

Aloha Utilities, Inc.
6915 Perrine Ranch Road
New Port Richey, FL 34655
www.aloha-water.com

Office Hours:
Monday - Friday 8:30 - 4:00
Telephone (727) 372-0115
24 Hour Emergency (727) 372-0115

1346

ACCOUNT NUMBER		SERVICE ADDRESS		STATEMENT DATE		DUE DATE	
16956		COOLIDGE ROAD, 1948		06/30/03		07/23/03	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE
		FROM	TO		CURRENT	PREVIOUS	
55209850	ARO	05/15/03	06/15/03	31	169160	166110	3050

PREVIOUS BALANCE	43.36
PAYMENTS RECEIVED ON 06/06/03	-43.36
OUTSTANDING BALANCE	0.00
WATER BASE CHARGE	2.48
GALLONAGE CHARGE(3050 gal @ 0.00256000)	7.81
TOTAL WATER	10.29
WASTEWATER BASE CHARGE	10.39
GALLONAGE CHARGE(3050 gal @ 0.00456000)	13.91
TOTAL WASTEWATER	24.30
GARBAGE	8.77
STREET LIGHTS	2.00
TOTAL CHARGES DUE BY 07/23/03	45.36

Visit our web site at
www.aloha-water.com/conservation
for water saving tips.

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PAY THIS AMOUNT ►

45.36

LEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

Aloha Utilities, Inc.
6915 Perrine Ranch Road
New Port Richey, FL 34655
www.aloha-water.com

Office Hours:

Monday - Friday 8:30 - 4:00
Telephone (727) 372-0115
24 Hour Emergency (727) 372-0115

ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE		DUE DATE
16956		COOLIDGE ROAD, 1948			07/31/03		08/23/03
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE
		FROM	TO		CURRENT	PREVIOUS	
55209850	ARO	06/15/03	07/15/03	30	171600	169160	2440

* YOUR ACCOUNT IS NOW \$0.20 PAST DUE *
PLEASE PAY IMMEDIATELY TO AVOID
DISCONNECTION OF SERVICE

PREVIOUS BALANCE	45.36
PAYMENTS RECEIVED ON 07/07/03	-45.16
OUTSTANDING BALANCE	0.20
WATER BASE CHARGE	2.51
GALLONAGE CHARGE(2440 gal @ 0.00272000)	6.64
TOTAL WATER	9.15
WASTEWATER BASE CHARGE	10.44
GALLONAGE CHARGE(2440 gal @ 0.00462000)	11.27
TOTAL WASTEWATER	21.71
GARBAGE	8.77
STREET LIGHTS	2.00
TOTAL CHARGES DUE BY 08/23/03	41.83

For water saving tips and Florida Friendly
Landscaping information visit Florida Yards
and Neighborhoods program at
<http://pasco.ifas.ufl.edu/hort>

Bills are due when rendered, and delinquent if not paid within
20 days. Water service may then, after five (5) days written
notice, be discontinued for non-payment of either the
water or sewer service. Service will be resumed only upon
payment of all past due water and sewer bills and penalties
together with a reconnect charge.

PAY THIS AMOUNT ▶

41.83

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

Aloha Utilities, Inc.
6915 Perrine Ranch Road
New Port Richey, FL 34655
www.aloha-water.com

Office Hours:

Monday - Friday 8:30 - 4:00
Telephone (727) 372-0115
24 Hour Emergency (727) 372-0115

ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE		DUE DATE	
16956		COOLIDGE ROAD, 1948			08/31/03		09/23/03	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE	
		FROM	TO		CURRENT	PREVIOUS		
55209850	AR0	07/15/03	08/15/03	31	174240	171600	2640	

PREVIOUS BALANCE	41.83
PAYMENTS RECEIVED ON 08/05/03	-41.83
OUTSTANDING BALANCE	0.00
WATER BASE CHARGE	2.51
GALLONAGE CHARGE(2640 gal @ 0.00272000)	7.18
TOTAL WATER	9.69
WASTEWATER BASE CHARGE	10.44
GALLONAGE CHARGE(2640 gal @ 0.00462000)	12.20
TOTAL WASTEWATER	22.64
GARBAGE	8.77
STREET LIGHTS	2.00
TOTAL CHARGES DUE BY 09/23/03	43.10

Is are due when rendered, and delinquent if not paid within days. Water service may then, after five (5) days written ice be discontinued for non-payment of either the per or sewer service. Service will be resumed only upon ment of all past due water and sewer bills and penalties ether with a reconnect charge.

PAY THIS AMOUNT ►

43.10

LEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

Aloha Utilities, Inc.
6915 Perrine Ranch Road
New Port Richey, FL 34655
www.aloha-water.com

Office Hours:

Monday - Friday 8:30 - 4:00
Telephone (727) 372-0115
24 Hour Emergency (727) 372-0115

ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE		DUE DATE
16956		COOLIDGE ROAD, 1948			09/30/03		10/23/03
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE
		FROM	TO		CURRENT	PREVIOUS	
55209850	AR0	08/15/03	09/15/03	31	177570	174240	3330

PREVIOUS BALANCE	43.10
PAYMENTS RECEIVED ON 09/03/03	-43.10
OUTSTANDING BALANCE	0.00
WATER BASE CHARGE	2.51
GALLONAGE CHARGE (3330 gal @ 0.00272000)	9.06
TOTAL WATER	11.57
WASTEWATER BASE CHARGE	10.44
GALLONAGE CHARGE (3330 gal @ 0.00462000)	15.38
TOTAL WASTEWATER	25.82
GARBAGE	8.77
STREET LIGHTS	2.00
TOTAL CHARGES DUE BY 10/23/03	48.16

The rain barrel workshop was a great success. Another workshop is currently in the planning stages. If you would like further information on rain barrels or would be interested in attending the next workshop, please contact our conservation department at (727) 372-0115 ext. 117.

Bills are due when rendered, and delinquent if not paid within 20 days. Water service may then, after five (5) days written notice, be discontinued for non-payment of either the water or sewer service. Service will be resumed only upon payment of all past due water and sewer bills and penalties together with a reconnect charge.

PAY THIS AMOUNT ► 48.16

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

Aloha Utilities, Inc.
6915 Perrine Ranch Road
New Port Richey, FL 34655
www.aloha-water.com

Office Hours:

Monday - Friday 8:30 - 4:00

Telephone (727) 372-0115

24 Hour Emergency (727) 372-0115

ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE		DUE DATE	
16956		COOLIDGE ROAD, 1948			10/31/03		11/23/03	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE	
		FROM	TO		CURRENT	PREVIOUS		
55209850	AR0	09/15/03	10/15/03	30	180710	177570	3140	

PREVIOUS BALANCE	48.16
PAYMENTS RECEIVED ON 10/06/03	-48.16
OUTSTANDING BALANCE	0.00
WATER BASE CHARGE	2.51
GALLONAGE CHARGE(3140 gal @ 0.00272000)	8.54
TOTAL WATER	11.05
WASTEWATER BASE CHARGE	10.44
GALLONAGE CHARGE(3140 gal @ 0.00462000)	14.51
TOTAL WASTEWATER	24.95
GARBAGE	8.77
STREET LIGHTS	2.00
TOTAL CHARGES DUE BY 11/23/03	46.77

Cooler weather is on the way. Be sure to check your sprinkler timers, your lawn and plants go into a dormant state. Irrigation can be reduced to once every week or two.

Bills are due when rendered, and delinquent if not paid within 10 days. Water service may then, after five (5) days written notice, be discontinued for non-payment of either the water or sewer service. Service will be resumed only upon payment of all past due water and sewer bills and penalties together with a reconnect charge.

PAY THIS AMOUNT ►

46.77

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

Aloha Utilities, Inc.
6915 Perrine Ranch Road
New Port Richey, FL 34655
www.aloha-water.com

Office Hours:
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Telephone (727) 372-0115
24 Hour Emergency (727) 372-0115

ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE		DUE DATE	
16956		COOLIDGE ROAD, 1948			11/30/03		12/23/03	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE	
		FROM	TO		CURRENT	PREVIOUS		
55209850	ARO	10/15/03	11/15/03	31	185010	180710	4300	

PREVIOUS BALANCE	46.77
PAYMENTS RECEIVED ON 11/07/03	-46.77
OUTSTANDING BALANCE	0.00
WATER BASE CHARGE	2.51
GALLONAGE CHARGE(4300 gal @ 0.00272000)	11.70
TOTAL WATER	14.21
WASTEWATER BASE CHARGE	10.44
GALLONAGE CHARGE(4300 gal @ 0.00462000)	19.87
TOTAL WASTEWATER	30.31
GARBAGE	8.77
STREET LIGHTS	2.00
TOTAL CHARGES DUE BY 12/23/03	55.29

For useful water saving tips be sure to read our enclosed flyer.

We wish all of you a safe and happy holiday season.

Handwritten signature: Chester

Bills are due when rendered, and delinquent if not paid within 10 days. Water service may then, after five (5) days written notice, be discontinued for non-payment of either the water or sewer service. Service will be resumed only upon payment of all past due water and sewer bills and penalties together with a reconnect charge.

PAY THIS AMOUNT ►

55.29

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

Aloha Utilities, Inc.
6915 Perrine Ranch Road
New Port Richey, FL 34655
www.aloha-water.com

Office Hours:

Monday - Friday 8:30 - 4:00

Telephone (727) 372-0115

24 Hour Emergency (727) 372-0115

ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE		DUE DATE	
16956		COOLIDGE ROAD, 1948			12/31/03		01/23/04	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE	
		FROM	TO		CURRENT	PREVIOUS		
55209850	AR0	11/15/03	12/15/03	30	190440	185010	5430	

PREVIOUS BALANCE	55.29
PAYMENTS RECEIVED ON 12/05/03	55.29
OUTSTANDING BALANCE	0.00
WATER BASE CHARGE	2.51
GALLONAGE CHARGE(5430 gal @ 0.00272000)	14.77
TOTAL WATER	17.28
WASTEWATER BASE CHARGE	10.44
GALLONAGE CHARGE(5430 gal @ 0.00462000)	25.09
TOTAL WASTEWATER	35.53
GARBAGE	8.77
STREET LIGHTS	2.00
TOTAL CHARGES DUE BY 01/23/04	63.58

WE WISH ALL OF YOU A SAFE AND HAPPY HOLIDAY SEASON.

✓
check off

Is are due when rendered, and delinquent if not paid within days. Water service may then, after five (5) days written notice, be discontinued for non-payment of either the water or sewer service. Service will be resumed only upon payment of all past due water and sewer bills and penalties, either with a reconnect charge.

PAY THIS AMOUNT ►

63.58

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

Aloha Utilities, Inc.
6915 Perrine Ranch Road
New Port Richey, FL 34655
www.aloha-water.com

Office Hours:
Monday - Friday 8:30 - 4:00
Telephone (727) 372-0115
24 Hour Emergency (727) 372-0115

ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE		DUE DATE	
16956		COOLIDGE ROAD, 1948			01/31/04		02/23/04	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE	
		FROM	TO		CURRENT	PREVIOUS		
55209850	ARO	12/15/03	01/15/04	31	196490	190440	6050	

Handwritten notes:
1370
654137
2828
280

PREVIOUS BALANCE	63.58
PAYMENTS RECEIVED ON 01/06/04	63.58
OUTSTANDING BALANCE	0.00
WATER BASE CHARGE	2.51
GALLONAGE CHARGE(6050 gal @ 0.00272000)	16.46
TOTAL WATER	18.97
WASTEWATER BASE CHARGE	10.44
GALLONAGE CHARGE(6050 gal @ 0.00462000)	27.95
TOTAL WASTEWATER	38.39
GARBAGE	8.77
STREET LIGHTS	2.00
TOTAL CHARGES DUE BY 02/23/04	68.13

We are in the process of instituting Direct Debit payments, look for upcoming bill inserts regarding this new payment option.

Handwritten signature:
check 2/10

are due when rendered, and delinquent if not paid within 5 days. Water service may then, after five (5) days written notice, be discontinued for non-payment of either the water or sewer service. Service will be resumed only upon payment of all past due water and sewer bills and penalties, other than a reconnect charge.

PAY THIS AMOUNT ►

68.13

LEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

Aloha Utilities, Inc.
6915 Perrine Ranch Road
New Port Richey, FL 34655
www.aloha-water.com

Office Hours:

Monday - Friday 8:30 - 4:00
Telephone (727) 372-0115
24 Hour Emergency (727) 372-0115

ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE		DUE DATE	
16956		COOLIDGE ROAD, 1948			02/29/04		03/23/04	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE	
		FROM	TO		CURRENT	PREVIOUS		
55209850	ARO	01/15/04	02/15/04	31	203300	196490	6810	

PD \$78.26
2/15/04
3/1/04

PREVIOUS BALANCE	68.13
PAYMENTS RECEIVED ON 02/04/04	68.13
OUTSTANDING BALANCE	0.00
WATER BASE CHARGE	2.53
GALLONAGE CHARGE(6810 gal @ 0.00284000)	19.34
TOTAL WATER	21.87
WASTEWATER BASE CHARGE	10.48
GALLONAGE CHARGE(6810 gal @ 0.00516000)	35.14
TOTAL WASTEWATER	45.62
GARBAGE	8.77
STREET LIGHTS	2.00
TOTAL CHARGES DUE BY 03/23/04	78.26

If you are interested in conservation ideas and tips, visit our web-site at www.aloha-water.com/conservation.

check off

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PAY THIS AMOUNT ►

78.26

EASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

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Office Hours:

Monday - Friday

8:30 - 4:00

Telephone

(727) 372-0115

24 Hour Emergency

(727) 372-0115

ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE		DUE DATE	
16956		COOLIDGE ROAD, 1948			03/31/04		04/23/04	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE	
		FROM	TO		CURRENT	PREVIOUS		
55209850	ARO	02/15/04	03/15/04	29	208910	203300	5610	

PREVIOUS BALANCE	78.26
PAYMENTS RECEIVED ON 03/02/04	-78.26
OUTSTANDING BALANCE	0.00
WATER BASE CHARGE	2.53
GALLONAGE CHARGE(5610 gal @ 0.00284000)	15.93
TOTAL WATER	18.46
WASTEWATER BASE CHARGE	10.48
GALLONAGE CHARGE(5610 gal @ 0.00516000)	28.95
TOTAL WASTEWATER	39.43
GARBAGE	8.77
STREET LIGHTS	2.00
TOTAL CHARGES DUE BY 04/23/04	68.66

SPRING IS HERE, FOR INFORMATION ON FLORIDA
FRIENDLY LANDSCAPING VISIT FLORIDA YARDS AND
NEIGHBORHOODS AT
<http://pasco.ifas.ufl.edu/hort>

Check 9/8

Bills are due when rendered, and delinquent if not paid within 20 days. Water service may then, after five (5) days written notice, be discontinued for non-payment of either the water or sewer service. Service will be resumed only upon payment of all past due water and sewer bills and penalties together with a reconnect charge.

PAY THIS AMOUNT ►

68.66

LEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

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New Port Richey, FL 34655
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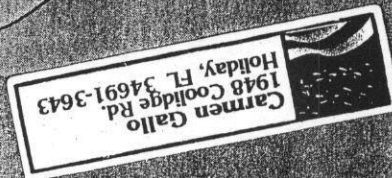
24 Hour Emergency (727) 372-0115

ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE		DUE DATE	
16956		COOLIDGE ROAD, 1948			04/30/04		05/23/04	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE	
		FROM	TO		CURRENT	PREVIOUS		
55209850	ARO	03/15/04	04/15/04	31	217370	208910	8460	

PREVIOUS BALANCE	68.66
PAYMENTS RECEIVED ON 04/05/04	-68.66
OUTSTANDING BALANCE	0.00
WATER BASE CHARGE	2.53
GALLONAGE CHARGE (8460 gal @ 0.00284000)	24.03
TOTAL WATER	26.56
WASTEWATER BASE CHARGE	10.48
GALLONAGE CHARGE (8460 gal @ 0.00516000)	43.65
TOTAL WASTEWATER	54.13
GARBAGE	8.77
STREET LIGHTS	2.00
TOTAL CHARGES DUE BY 05/23/04	91.46

For current watering restrictions
please visit:
<http://pascocountyfl.net/utilities/water/water10.html>

check off



Bills are due when rendered, and delinquent if not paid within 0 days. Water service may then, after five (5) days written notice, be discontinued for non-payment of either the water or sewer service. Service will be resumed only upon payment of all past due water and sewer bills and penalties together with a reconnect charge.

PAY THIS AMOUNT ►

91.46

EASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

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ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE		DUE DATE	
16956		COOLIDGE ROAD, 1948			05/31/04		06/23/04	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE	
		FROM	TO		CURRENT	PREVIOUS		
55209850	ARO	04/15/04	05/15/04	30	226560	217370	9190	

PREVIOUS BALANCE	91.46
PAYMENTS RECEIVED ON 05/04/04	-91.46
OUTSTANDING BALANCE	0.00
WATER BASE CHARGE	2.53
GALLONAGE CHARGE(9190 gal @ 0.00284000)	26.10
TOTAL WATER	28.63
WASTEWATER BASE CHARGE	10.48
GALLONAGE CHARGE(9190 gal @ 0.00516000)	47.42
TOTAL WASTEWATER	57.90
GARBAGE	8.77
STREET LIGHTS	2.00
TOTAL CHARGES DUE BY 06/23/04	97.30

Summer is on it's way, please check your irrigation system for missing/broken heads and possible leaks. For more outdoor water saving tips see our insert.

Check

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PAY THIS AMOUNT ►

97.30

LEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

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ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE		DUE DATE	
16956		COOLIDGE ROAD, 1948			06/30/04		07/23/04	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE	
		FROM	TO		CURRENT	PREVIOUS		
55209850	ARO	05/15/04	06/15/04	31	235030	226560	8470	

PREVIOUS BALANCE	97.30
PAYMENTS RECEIVED ON 06/02/04	-97.30
OUTSTANDING BALANCE	0.00
WATER BASE CHARGE	2.53
GALLONAGE CHARGE(8470 gal @ 0.00284000)	24.05
TOTAL WATER	26.58
WASTEWATER BASE CHARGE	10.48
GALLONAGE CHARGE(8470 gal @ 0.00516000)	43.71
TOTAL WASTEWATER	54.19
GARBAGE	8.77
STREET LIGHTS	2.00
TOTAL CHARGES DUE BY 07/23/04	91.54

Don't worry if your grass turns a little brown around the edges, grass becomes naturally dormant during hot, dry spells, so don't worry if it begins to fade. Most lawns will revive quickly after a good rainfall or when the weather becomes cooler. For more outdoor water saving tips see our insert.

Check off

Bills are due when rendered, and delinquent if not paid within 10 days. Water service may then, after five (5) days written notice, be discontinued for non-payment of either the water or sewer service. Service will be resumed only upon payment of all past due water and sewer bills and penalties together with a reconnect charge.

PAY THIS AMOUNT ►

91.54

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ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE		DUE DATE	
16956		COOLIDGE ROAD, 1948			07/31/04		08/23/04	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE	
		FROM	TO		CURRENT	PREVIOUS		
55209850	AR0	06/15/04	07/15/04	30	237640	235030	2610	

PREVIOUS BALANCE	91.54
PAYMENTS RECEIVED ON 07/07/04	-91.54
OUTSTANDING BALANCE	0.00
WATER BASE CHARGE	2.53
GALLONAGE CHARGE(2610 gal @ 0.00284000)	7.41
TOTAL WATER	9.94
WASTEWATER BASE CHARGE	10.48
GALLONAGE CHARGE(2610 gal @ 0.00516000)	13.47
TOTAL WASTEWATER	23.95
GARBAGE	8.77
STREET LIGHTS	2.00
TOTAL CHARGES DUE BY 08/23/04	44.66

Don't worry if your grass turns a little brown around the edges, grass becomes naturally dormant during hot, dry spells, so don't worry if it begins to fade. Most lawns will revive quickly after a good rainfall or when the weather becomes cooler. For more outdoor water saving tips see our insert.

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PAY THIS AMOUNT ►

44.66

LEASE REAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

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New Port Richey, FL 34655
www.aloha-water.com

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Monday - Friday 8:30 - 4:00
Telephone (727) 372-0115
24 Hour Emergency (727) 372-0115

ACCOUNT NUMBER		SERVICE ADDRESS		STATEMENT DATE		DUE DATE	
16956		COOLIDGE ROAD, 1948 <i>82. 37-46</i>		08/31/04		09/23/04	
METER NUMBER	CLASS	SERVICE USED		METER READING		USAGE	
		FROM	TO	OF DAYS	CURRENT		
55209850	AR0	07/15/04	08/15/04	<i>31</i>	<i>9/2/04</i> 237640	237640	1960

PREVIOUS BALANCE	44.66
PAYMENTS RECEIVED ON 08/03/04	44.66
OUTSTANDING BALANCE	0.00
WATER BASE CHARGE	2.59
GALLONAGE CHARGE (1960 gal @ 0.00284000)	5.57
TOTAL WATER	8.10
WASTEWATER BASE CHARGE	10.48
GALLONAGE CHARGE (1960 gal @ 0.00516000)	10.11
TOTAL WASTEWATER	20.59
GARBAGE	8.77
STREET LIGHTS	2.00
TOTAL CHARGES DUE BY 09/23/04	39.46

During hurricane season if you are evacuating your home, please remember to turn the valve at your meter off.

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PAY THIS AMOUNT ►

39.46

PLEASE PRINT NAME AND RETURN TO: PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

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6915 Perrine Ranch Road
New Port Richey, FL 34655
www.aloha-water.com

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ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
16956	COOLIDGE ROAD, 1948 <i>Pr. 39-46</i>	08/31/04	09/23/04

METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE
		FROM	TO		CURRENT	PREVIOUS	
55209850	AR0	07/15/04	08/15/04	<i>31</i>	239600	237640	1960

PREVIOUS BALANCE	44.66
PAYMENTS RECEIVED ON 08/03/04	44.66
OUTSTANDING BALANCE	0.00
WATER BASE CHARGE	2.53
GALLONAGE CHARGE(1960 gal @ 0.00284000)	5.57
TOTAL WATER	8.10
WASTEWATER BASE CHARGE	10.48
GALLONAGE CHARGE(1960 gal @ 0.00516000)	10.11
TOTAL WASTEWATER	20.59
GARBAGE	8.77
STREET LIGHTS	2.00
TOTAL CHARGES DUE BY 09/23/04	39.46

During hurricane season if you are evacuating your home, please remember to turn the valve at your meter off.

Bills are due when rendered, and delinquent if not paid within 10 days. Water service may then, after five (5) days written notice, be discontinued for non-payment of either the water or sewer service. Service will be resumed only upon payment of all past due water and sewer bills and penalties together with a reconnect charge.

PAY THIS AMOUNT ►

39.46

EASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

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6915 Perrine Ranch Road
New Port Richey, FL 34655
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Office Hours:

Monday - Friday

Telephone

24 Hour Emergency

8:30 - 4:00

(727) 372-0115

(727) 372-0115

ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE		DUE DATE	
16956		COOLIDGE ROAD, 1948			09/30/04		10/23/04	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE	
		FROM	TO		CURRENT	PREVIOUS		
55209850	AR0	08/15/04	09/15/04	31	241970	239600	2370	

PREVIOUS BALANCE	39.46
PAYMENTS RECEIVED ON 09/07/04	-39.46
OUTSTANDING BALANCE	0.00
WATER BASE CHARGE	2.53
GALLONAGE CHARGE(2370 gal @ 0.00284000)	6.73
TOTAL WATER	9.26
WASTEWATER BASE CHARGE	10.48
GALLONAGE CHARGE(2370 gal @ 0.00516000)	12.23
TOTAL WASTEWATER	22.71
GARBAGE	8.77
STREET LIGHTS	2.00
TOTAL CHARGES DUE BY 10/23/04	42.74

ALOHA'S CONSTANT GOAL IS TO PROVIDE OUR CUSTOMERS WITH SAFE AND DEPENDABLE DRINKING WATER

During hurricane season if you are evacuating your home, please remember to turn the valve at your meter off.

Bills are due when rendered, and delinquent if not paid within 20 days. Water service may then, after five (5) days written notice, be discontinued for non-payment of either the water or sewer service. Service will be resumed only upon payment of all past due water and sewer bills and penalties together with a reconnect charge.

PAY THIS AMOUNT ►

42.74

EASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT

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ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE		DUE DATE	
16956		COOLIDGE ROAD, 1948			10/31/04		11/23/04	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE	
		FROM	TO		CURRENT	PREVIOUS		
55209850	ARO	09/15/04	10/15/04	30	244450	241970	2480	

PREVIOUS BALANCE	42.74
PAYMENTS RECEIVED ON 10/06/04	42.74
OUTSTANDING BALANCE	0.00
WATER BASE CHARGE	2.53
GALLONAGE CHARGE(2480 gal @ 0.00284000)	7.04
TOTAL WATER	9.57
WASTEWATER BASE CHARGE	10.48
GALLONAGE CHARGE(2480 gal @ 0.00516000)	12.80
TOTAL WASTEWATER	23.28
GARBAGE	8.77
STREET LIGHTS	2.00
TOTAL CHARGES DUE BY 11/23/04	43.62

ALOHA'S CONSTANT GOAL IS TO PROVIDE OUR
CUSTOMERS WITH SAFE AND DEPENDABLE DRINKING
WATER

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10 days. Water service may then after five (5) days written
notice be discontinued for non-payment of either the
water or sewer service. Service will be resumed only upon
payment of all past due water and sewer bills and penalties
together with a reconnect charge.

PAY THIS AMOUNT ►

43.62

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ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE		DUE DATE	
16956		COOLIDGE ROAD, 1948			11/30/04		12/23/04	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE	
		FROM	TO		CURRENT	PREVIOUS		
55209850	AR0	10/15/04	11/15/04	31	246890	244450	2440	

*PAID 43.30
11/17/04
12/1/04*

PREVIOUS BALANCE	43.62
PAYMENTS RECEIVED ON 11/05/04	43.62
OUTSTANDING BALANCE	0.00
WATER BASE CHARGE	2.53
GALLONAGE CHARGE (2440 gal @ 0.00284000)	6.93
TOTAL WATER	9.46
WASTEWATER BASE CHARGE	10.48
GALLONAGE CHARGE (2440 gal @ 0.00516000)	12.59
TOTAL WASTEWATER	22.07
GARBAGE	8.77
STREET LIGHTS	2.00
TOTAL CHARGES DUE BY 12/23/04	43.30

Aloha Utilities and Pasco County Utilities are converting from chlorine disinfection to chloramines. The anticipated date for the conversion is February 15, 2005. For details please visit www.aloha-water.com.

are due when rendered, and delinquent if not paid within days. Water service may then, after five (5) days written notice, be discontinued for non-payment of either the water or sewer service. Service will be resumed only upon payment of all past due water and sewer bills and penalties either with a reconnect charge.

PAY THIS AMOUNT ►

43.30