

VOTE SHEET

NOVEMBER 4, 1997

RE: DOCKET NO. 960545-WS - Investigation of utility rates of Aloha Utilities, Inc. in Pasco County.

Issue 1: What action should the Commission require Aloha to take to improve the quality of its water service?

Recommendation: Aloha should be required to immediately begin planning for the installation of treatment facilities to increase the water's pH. Aloha should be required to notify all customers who are experiencing problems with black water that this is an indication that their copper pipes are deteriorating and that the only quick solution for both eliminating the black water and preventing a copper pipe failure is to repipe their homes with CPVC. Aloha should also be required to inform all builders and plumbers within the local area of the problems which its customers who have copper plumbing have experienced. Staff further recommends that Aloha should survey each of its customers to determine if they are willing to pay for new treatment facilities that are not required by any current DEP or EPA rule and which will increase their water rates. This survey should also attempt to determine how many customers are currently experiencing problems with black water. The survey should be approved by staff prior to being sent to the customers. Aloha should also be put on notice that a courteous response to customer concerns is expected and the Commission will specifically explore this issue in future proceedings.

**DENIED** Aloha will be required to survey customers to determine how many have problems with black water, odor, taste, and pressure. The survey should be approved by staff before mailing and should require a written response, should not be part of a bill insert, and should state who will receive, process, and evaluate the survey, and should also give a deadline for response. Once results have been tabulated, Commissioners will conduct visits at selected homesites. DEP will be invited to participate in all aspects of the survey and site visits.

COMMISSIONERS ASSIGNED: JN CL KS

COMMISSIONERS' SIGNATURES

MAJORITY

DISSENTING

*Susan J. Clark*  
*[Signature]*  
*[Signature]*

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REMARKS/DISSENTING COMMENTS:

DOCUMENT NUMBER-DATE

11442 NOV-55

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Issue 2: Should the Commission require Aloha Utilities, Inc., to replace any piping or plumbing on the customer's side of the meter?

Recommendation: No. The Commission lacks the statutory authority to require such action because the Commission's jurisdiction appears to end at the customer side of the meter.

*No vote was taken on this issue.*