

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Investigation of the)
Quality of Service Provided)
by Florida Water Services,)
Inc. to the Deltona Service)
Territory.)
_____)
/

Docket No. 010153-KILL

Filed: February 1, 2001

CITIZENS' PETITION TO OPEN AN INVESTIGATION OF
THE QUALITY OF SERVICE PROVIDED BY FLORIDA
WATER SERVICES, INC. TO THE DELTONA SERVICE TERRITORY

The Citizens of the State of Florida, by and through the Office of the Public Counsel (Citizens or OPC), pursuant to Chapter 350.0611 (1), Florida Statutes, file this petition with the Florida Public Service Commission (Commission) seeking the Commission to open a docket to investigate the quality of service being provided by Florida Water Services, Inc. (Florida Water, Utility or Company) to the Deltona service territory, and state:

1. In September, 2000, it was brought to the attention of Florida Water that potable water being delivered to one or more customers in its Deltona service territory included unsavory organic contamination, namely, midge fly larvae, also known as "bloodworms".

2. In the weeks and months following the first discovery of the "blood worms", Florida Water took steps to try to identify the source of the contamination and to develop a solution to the problem.

3. Notwithstanding the investigations and efforts of Florida Water, "blood-worms" continue to appear in the potable water supply of the Deltona service territory as late as January, 2001.

4. While it has not been documented that this unsavory contamination is a widespread problem, the "bloodworms" have been found in water taken from fire hydrants connected to the Company's main water transmission lines, and the contamination persists many months after first being discovered.

5. The Deltona customers of Florida Water need to be reassured that the water they are using to drink, cook and bath is safe, clean and free of unsavory organic contamination.

6. The Commission should open an investigation docket to:
- a. determine the cause of the contamination;
 - b. determine the best solution to eliminate the contamination; and
 - c. verify the permanent elimination of the contamination.

WHEREFORE, for the reasons stated above, the Citizens respectfully request the Commission to open an investigation docket to accomplish all of the objectives outlined in paragraph 6 of this Petition.

Respectfully submitted,

Jack Shreve
Public Counsel

A handwritten signature in black ink, appearing to read "Stephen C. Reilly". The signature is written in a cursive style with a large, sweeping initial "S" that loops around the first part of the name.

Stephen C. Reilly
Associate Public Counsel

Office of Public Counsel
c/o The Florida Legislature
111 W. Madison Street
Room 812
Tallahassee, FL 32399-1400

(850) 488-9330

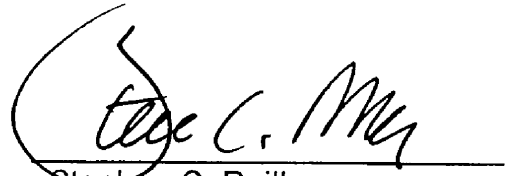
Attorney for the Citizens
of the State of Florida

CERTIFICATE OF SERVICE
DOCKET NO. _____

I HEREBY CERTIFY that a true and correct copy of the foregoing Petition has been furnished by U.S. mail or *hand-delivery to the following parties on this 1st day of February, 2001.

Fred Leonhardt, Esq.
General Counsel
Florida Water Services, Inc.
P.O. Box 609520
Orlando, FL 32860-9520

Rossanne Gervasi, Esq.*
Division of Legal Services
Fla. Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850



Stephen C. Reilly

c: Florida Water Services.Petition