

Wyndtree Phase III, Villages 5 & 7 Association, Inc.
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February 24, 2001

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Ms. Blanca Bayo, Director
Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Dear Ms. Bayo:

This letter is being send on behalf of the Wyndtree Phase III, Villages 5 & 7 Homeowner's Association. The Homeowner's Association and its ninety six members are customers of Aloha Utilities of Pasco County.

We send this letter to you as an appeal to the Commission's recent ruling on Docket 991643 SU. We do not believe that the Commission considered any testimony that was presented by the customers regarding Aloha's performance and management. We believe that the increases requested by Aloha are the direct result of inept business management. The rate of return that was awarded is ludicrous. The cost of presenting the case is abnormal, and should not be placed on the customers to be absorbed. The DEP reasons for the upgrade have never been explained. The performance of Aloha Utilities has been and continues to be Totally Unsatisfactory.

We expect, from the Commission, a fair hearing and decision that will not put an excess burden on the customers of a state created and regulated monopoly. Historically, Aloha Utilities has done nothing to promote customer satisfaction. If there was something wrong with their wastewater treatment system, they did nothing to correct it on their own. They waited for the DEP to issue an order. Then they could go to the PSC and demand an increase in rates. However, during this time they continue to accept new customers. Why are current customers required to support Aloha's growth?

Aloha has entered into contracts to supply reclaimed water at a cost to current customers. Why is this permitted? Why shouldn't these people absorb the cost involved in supplying the reclaimed water? Are these the golf courses the Aloha owners and executives play? Are these the friends and neighbors' ranches? There are a lot of unanswered questions.

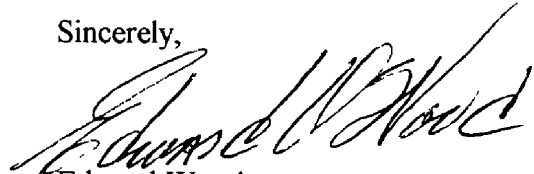
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It seems that Aloha Utilities does nothing to improve customer service without an order from a federal, state, or local regulatory agency. If they did, then they probably would have no grounds for frivolous rate cases. We think that policy at Aloha is spelled out very well in their filing for

increase of impact fees in Docket No. 010156 WU. Their operating policy is stated as, "the expansion and plant upgrading will only be undertaken once it is mandated by either a local, state, or federal regulatory authority." If this is the measurement of how customer satisfaction is to be acquired, it never will be. A company that provides an inferior product could only exist as a state regulated monopoly, if the state is not concerned for its citizens.

We believe that Aloha does not deserve the increase. A little closer look at the details by the state should bring the same conclusion by the Commission. We hope the appeal hearing will be in Pasco County so that many Aloha customers can come, and express their opinions.

Sincerely,

A handwritten signature in black ink, appearing to read "Edward Wood". The signature is fluid and cursive, written over a white background.

Edward Wood
Director, Wyndtree Phase III,
Villages 5 & 7

CC Representative Mike Fasano
Steve Burgess, Office of Public Counsel