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DIVISION OF ECONOMIC REGULATION
(850) 413-6900

ORIGINAL

Public Service Commission

February 10, 2003

F. Marshall Deterding
Rose, Sundstrom & Bentley, LLP
2548 Blairstone Pines Drive
Tallahassee, FL 32301

RECEIVED
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FEB 10 AM 11:42
SC

Re: Docket No. 010503-WU - Application for increase in water rates for Seven Springs System in Pasco County by Aloha Utilities, Inc.

Dear Mr. Deterding:

We received your letter dated December 20, 2002, regarding Aloha Utilities, Inc.'s (Aloha or utility) status of the Commission ordered customer service and conservation measures. Staff has a few questions on two customer service measures. Specifically, staff is referring to the measure regarding additional payment options via preauthorized direct debit and payment via the internet and the measure regarding the Citizens' Advisory Committee (CAC).

Additional Payment Options

In the December 20, 2002 status report, the utility indicated that billing staffers informing customers of the website and the on-line survey regarding payment options via preauthorized direct debit and payment via the internet were going out with next billing cycle, which was to occur in early January. As of the date of this letter, the only survey on Aloha's website pertains to the utility's new billing format. Why has the on-line survey regarding payment options via preauthorized direct debit and payment via the internet not been completed and what is the anticipated date this on-line survey will be completed?

AUS
CAF
CMP
COM
CTR
ECR
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SEC
OTH

Citizens' Advisory Committee

In the December 20, 2002 status report, Aloha also indicated that it expected to have the first CAG organizational meeting in mid to late January.

- 1) How many members does the CAC currently have?
- 2) Provide a current copy of the CAC mailing list.

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3) Provide a copy of the agenda and a meeting summary for the CAC meeting that was scheduled for mid to late January.

4) If not included in the agenda or meeting summary, state where the CAC meeting was held.

5) If the CAC meeting did not occur, state why it did not and what is the anticipated date of the first CAC meeting?

Conclusion

Please provide the above requested information by Wednesday, February 19, 2003. If you have any questions, please contact Bart Fletcher at (850) 413-7017 or by e-mail at bfletche@psc.state.fl.us.

Sincerely,



Marshall W. Willis
Bureau Chief of Rate Filings

MWW:sbf

cc: Division of Economic Regulation (Devlin, Merchant, Fletcher)
Division of Consumer Affairs (DeMello)
Office of the General Counsel (Jaeger)
Division of the Commission Clerk and Administrative Services