

ORIGINAL

State of Florida



Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

---

**DATE:** May 13, 2003  
**TO:** Lorena Holley - Office of the General Counsel - Economic Regulation Section  
 Division of Economic Regulation (Walden, Devlin, Willis)  
 Division of the Commission Clerk and Administrative Services (Blanca S. Bayo)  
**FROM:** Ralph Jaeger - Office of the General Counsel - Economic Regulation Section  
**RE:** January 8, 2003 letter of Representative Mike Fasano forwarding E-Mail of Ronald Hall dated December 26, 2002.

---

I believe the attached letter and e-mail should be placed in the docket file for Docket No. 020896-WS, the petition by customers of Aloha Utilities, Inc., for deletion of portion of territory.

RRJ/jb

cc: Mary Anne Helton  
Division of Consumer Affairs

RECEIVED-1760  
MAY 14 AM 10:39  
COMMISSION  
CLERK

AUS \_\_\_\_\_  
 CAF \_\_\_\_\_  
 CMP \_\_\_\_\_  
 COM \_\_\_\_\_  
 CTR \_\_\_\_\_  
 ECR \_\_\_\_\_  
 GCL \_\_\_\_\_  
 OPC \_\_\_\_\_  
 MMS \_\_\_\_\_  
 SEC    \_\_\_\_\_  
 OTH \_\_\_\_\_

DOCUMENT NUMBER-DATE  
04291 MAY 14 8  
FPSC-COMMISSION CLERK



**THE FLORIDA SENATE**

Tallahassee, Florida 32399-1100

**COMMITTEES:**  
Military and Veterans' Affairs, Base Protection,  
and Spaceports, Chair  
Finance and Taxation, Vice Chair  
Criminal Justice  
Ethics and Elections  
Governmental Oversight and Productivity  
Health, Aging, and Long-Term Care

**SENATOR MIKE FASANO**  
11th District

January 8, 2003

RECEIVED

JAN 13 2003

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

*Ralph*  
Dear Mr. Jaeger

I am enclosing a copy of an e-mail I received from Ron Hall, one of my constituents, detailing problems he has been having with Aloha Utilities. This e-mail typifies the problems customers of Aloha Utilities encounter on a daily basis and provides a very concise description of Aloha's so-called "customer service."

Anything you can do to assist Mr. Hall would be greatly appreciated.

Yours truly,

Mike Fasano  
State Senator, District 11

MF/cmh  
Enclosure  
Cc: Ron Hall

REPLY TO:

- ☐ 8217 Massachusetts Avenue, New Port Richey, Florida 34653-3111 (727) 841-4451
- ☐ 310 Senate Office Building, 404 South Monroe Street, Tallahassee, Florida 32399-1100 (850) 487-5062

Senate's Homepage. <http://www.flsenate.gov>

**JAMES E. "JIM" KING, JR.**  
President

**ALEX DIAZ DE LA PORTILLA**  
President Pro Tempore

**HUNTER.CHRISTINE.S11**

---

**From:** FASANO.MIKE.S11  
**Sent:** Thursday, December 26, 2002 5:42 PM  
**To:** 'Ron Hall'  
**Cc:** GIORDANO.GREGORY.S11; HUNTER.CHRISTINE.S11; FOSTER.SHAWN.S11  
**Subject:** RE: Aloha Utilities

Ron,

It was great talking with you over the phone. Per our conversation, we will forward your letter to both the PSC and DEP.

Thanks for your e-mail and look forward to working with you.

God bless.

Mike

-----Original Message-----

**From:** Ron Hall [mailto:ronh@oceanoptics.com]  
**Sent:** Thursday, December 26, 2002 5:13 PM  
**To:** FASANO.MIKE.S11  
**Subject:** Aloha Utilities

Dear Mike:

My name is Ronald Hall, and my wife Kimberly and I are building a new home in the Thousand Oaks subdivision in New Port Richey. We are scheduled to close on it on January 10th, which had originally been scheduled for 12/30. The reason for the delay is a result of Aloha Utilities' inaction on repairing a broken water main until last week. Their reason for not fixing it earlier was that "no one was living on the street," however they were informed by the builder that we would be closing at the end of December in November. There are also at least 10 houses currently under construction there as well. As a result of their inaction, my wife and I are losing a \$1,000.00 bonus that would have been paid to us by our real-estate agent for closing this year. (He was basically going to split his bonus check with us for closing it in 2002 as a thank you for our business.) Now, we will not receive this sum.

In other dealings with Aloha, I have found their "customer service" to be very poor and very much lacking professionalism. When Aloha did finally get around to turning on the water main, I called them on December 26th to schedule the set-up of my service on January 10th, and the customer service person was less than kind. My deposit of \$123.00 and my application have already been received by them, but her words were "you're not going to get your account set-up until the meter is installed, so don't bother us now about it. Call us back when it is in." She then hung up on me. I wish that I had gotten her name.

The \$123.00 deposit is another issue that I have a problem with. Other utility companies will take a letter of reference from another utility and waive the deposit. When I had originally called Aloha and requested the application, I asked why they did not accept a letter of reference like other utilities, and I was told "we require a deposit, because we can."

On Tuesday, December 24th, I was out at the house site and I encountered some workers from Aloha who were working near a "clean-out." I stopped and asked one of them to contact Dan, the field rep working on the installation of the "whip" to our house. I wanted to ask him about the progress that has been made on it. He then radioed Dan for an answer. Dan reply was "what pain-in-the-ass customer is complaining now?" The other employee of Aloha then explained what I wanted to know, and Dan agreed to come over to the "clean-out" to meet with me. While waiting for him to arrive, another contractor working

12/30/2002

in the clean-out (not an Aloha Worker) commented to an Aloha Employee about the rotten egg smell of the water. The employee of Aloha said to him that..."a little (unclear word) sulfide never hurt anyone." "But it does a number on copper pipes." "But who cares?" "That's not our responsibility." He then laughed. I held my thoughts to myself, but I badly wanted to express my disgust.

I certainly do not appreciate the fact that this monopolistic company has an "un-touchable" attitude and treats its customers so poorly. This is our first home, and all was going smoothly until Aloha raised its ugly head.

Is there something that can be done to get rid of Aloha? I would like very much to assist in this effort, and if there is anything that I can do or anyone that I can contact, please let me know. I would also like for you to assist us in getting rid of Aloha Utilities in the Thousand Oaks subdivision, and possibly all together. This company's poor service and attitude toward its customers seems to be handed down from management to the workers in the field, and it will only hinder the development and growth of Pasco County. Aloha is clearly violating our consumer rights to a quality product and quality service. The problem is that we want to go elsewhere for our water, but they hold a monopoly on it and we are prohibited from drilling a well.

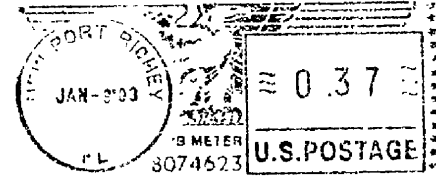
I would greatly appreciate your response. I may be contacted at your convenience. All of my information is below.

Thank you,

Ron Hall  
Application Sales Engineer  
Ocean Optics, Inc.  
380 Main Street  
Dunedin, FL 34698  
(727) 450-4005 - Direct Phone  
(727) 417-6629 - Mobile  
(727) 733-3962 - Fax  
Email: [ronh@oceanoptics.com](mailto:ronh@oceanoptics.com)  
Web Site: [www.oceanoptics.com](http://www.oceanoptics.com)

Reserve your copy of our new and improved 2003 Product Catalog today at:  
<http://www.oceanoptics.com/products/catalog.html>

**THE FLORIDA SENATE**  
**SENATOR MIKE FASANO**  
**DISTRICT 11**  
**9217 MASSACHUSETTS AVENUE**  
**NEW PORT RICHEY, FLORIDA 34653-3111**



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

32399+0850 01

