

CCA Official Filing:
6/2/03*****1:53 PM*****Kay Flynn*****1

ORIGINAL

Kay Flynn

From: Lorena Holley
Sent: Monday, June 02, 2003 1:53 PM
To: Kay Flynn
Subject: RE: Filing in Docket No. 020896-WS

thank you!

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

From: Kay Flynn
Sent: Monday, June 02, 2003 1:53 PM
To: Lorena Holley
Subject: RE: Filing in Docket No. 020896-WS

Lorena, I will print this e-mail and document-number it, and indicate in the document description that it is related to Ralph's earlier memo.

Thanks for the explanation.

Kay

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

From: Lorena Holley
Sent: Monday, June 02, 2003 1:46 PM
To: Kay Flynn
Cc: Lorena Holley
Subject: Filing in Docket No. 020896-WS

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CTR _____
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GCL _____
DPC _____
MMS _____
SEC L
OTH _____

Kay,
This e-mail is in reference to a filing that was made in Docket No. 020896-WS, Petition by Customers of Aloha ⁰⁴²⁹¹ Utilities, Inc. for deletion of portion of territory in Seven Springs Area in Pasco County. The filing (Document No. ¹⁸ 042191-03) occurred on May 14, 2003, and consisted of a memo from GCL attorney Ralph Jaeger with an attached e-mail from an Aloha customer that had been forwarded to Mr. Jaeger's attention from Senator Mike Fasano.

Mr. Jaeger's memo states that the e-mail should be placed in the docket file for Docket No. 020896-WS. However, unbeknownst to Mr. Jaeger, around the time the customer had contacted Senator Fasano, the customer had also contacted the Commission's Division of Consumer Affairs and had filed his complaint with that Division. CAF had opened its own internal file (Tracking No. 0005984), and proceeded with investigating the complaint by the customer through its regular process of contacting the company and allowing them the opportunity to respond. In this particular case, the company responded to the customer's complaint, and CAF finally closed the complaint as resolved.

Accordingly, the customer complaint was already resolved when it was filed in this docket, and if filed in the docket at all, would have been more appropriately filed in the correspondence portion of the docket with a notation that the complaint had already been resolved by CAF. I understand that at this point it is not possible to remove the filing from the docket file; I was told, however, that there was a way to cross-reference this e-mail in that filing for the purpose of explanation.

Thank you for your attention to this matter, and please let me know if this needs any further explanation or documentation.

Lorena Holley
Office of General Counsel

DOCUMENT NUMBER- DATE

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