

State of Florida



Public Service Commission

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

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SEP 10 PM 3:37
COMMISSION
CLERK

DATE: September 10, 2003
TO: Division of the Commission Clerk and Administrative Services
FROM: Ralph Jaeger, Office of the General Counsel - Economic Regulation Section
RE: E-mail from Mr. Edward Wood in Docket No. 010503-WU - Application for Increase in Water Rates for Seven Springs System in Pasco County by Aloha Utilities, Inc.

Please place the attached e-mail from Mr. Edward Wood in the docket file.

RRJ/jb

cc: Division of Economic Regulation (Merchant, Fletcher, Lingo, Stallcup, Willis)
Division of Auditing and Safety (McPherson, Vandiver)

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DOCUMENT NUMBER-DATE

08562 SEP 10 03

FPSC-COMMISSION CLERK

Ralph Jaeger

To: Bev DeMello; eow3rd@gte.net; JoAnn Chase
Cc: Tim Devlin; Marshall Willis; Tricia Merchant; Bart Fletcher; Connie Kummer; Paul Stallcup; Jennie Lingo; Lorena Holley; Harold McLean; Mary Anne Helton
Subject: RE: Ed Wood

Mr. Wood, I will print out a copy of this e-mail and have it placed in the Docket File for Docket No. 010503-WU. As you can see, it has already been distributed to staff and will be considered in staff's recommendation on the appropriate amount of the refund to be made by Aloah. Thanks for your input on this matter.

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

From: Mary Anne Helton
Sent: Tuesday, September 09, 2003 8:51 AM
To: Ralph Jaeger
Cc: Tim Devlin; Marshall Willis; Tricia Merchant; Bart Fletcher; Connie Kummer; Paul Stallcup; Jennie Lingo; Lorena Holley; Harold McLean
Subject: Ed Wood

Ralph, here is Mr. Wood's response to the Aloho filing. Please let him know we received his response, and that his response will be considered when staff makes its recommendation to the Commission concerning the escrow release. Thanks.

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

From: Bev DeMello
Sent: Tuesday, September 09, 2003 8:33 AM
To: Ralph Jaeger
Cc: JoAnn Chase; Nicki Garcia; Mary Anne Helton
Subject: FW: Other

Ralph--pls. see Mr. Wood's e-mail and respond. Thanks. Bev

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

From: Ellen Plendl
Sent: Tuesday, September 09, 2003 8:29 AM
To: Bev DeMello
Subject: FW: Other

For Ralph Jaeger's attention.

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, September 08, 2003 8:35 PM
To: contact@psc.state.fl.us
Subject: Other

September 08, 2003

Contact Information:

Name: Edward Wood
Company: Resident
Primary Phone: 727 376 0380
Secondary Phone: 440 205 0608
E-mail: eow3rd@gte.net

Comments:

Please forward the letter below to Ralph Jaeger and to Ms. Lila Jaber.

Mr. & Mrs. E.O. Wood
1043 Daleside Lane
New Port Richey, Fl. 34655
727 376 0380
September 08, 2003

Dear Mr. Jaeger;

I must apologize for Having to Email this response to you but I could not get a response to you that meets the date you set. I received your letter of August 28, 2003 on this date. I reviewed the contents of the letter and was very disappointed with the Aloha replies. But what else can you expect when it is from Aloha. It was the usual dance around the situation routine. To say the least it certainly has made a great attempt to confuse the issue.

Back in April of 2002 Aloha decided to charge the new rate, and was required to put the difference between the new and old in escrow. I have paid that increase rate for 15 months. Now that the rate has been resolved I expect a refund of all the extra money I was charged not a percentage that someone pulls out of a hat. Since Aloha made the decision to go with the increased billing, they should be held responsible to recalculate the bills for that period and refund the difference. They should be required to absorb all of the cost involved.

If they can call their programmer in to run all those lists that were involved it would have been just as easy to calculate the exact refund each homeowner is entitled to. A small formula is all that is necessary. (ie: amount paid minus amount that should have been paid equals amount of refund.)
All expenses in this case should be the responsibility of Aloha and not passed on to the customer

Sincerely

Ed Wood
727 376 0380

cc: Chairwoman Lila Jaber
Senator Mike Fasano
Steve Burgess
Wayne Forehand

EOW_PSC_09_03_001

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; Q312461)
<http://www.psc.state.fl.us/contact/contactform.cfm>
www.psc.state.fl.us