

ORIGINAL

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03 OCT -3 AM 8:30

The Public Service Commission,
Division of Commission Clerk of
Administrative Services,
2540 Shumard Oak Blvd,
TALLAHASSEE, FL 32399-0850

RECEIVED FPSC
03 OCT -3 AM 9:09
COMMISSION
CLERK
October 1, 2003

Dear Ms Bayo,

DOCKET NO 020896-WS

Sometime back, I received a note from you showing that the CASR for Docket No.020896-WS indicated that the PSC staff recommendation to the Commissioners would be made on 9/4/03. I understand that this date was subsequently changed to October 15, 2003.

I now understand that Aloha has placed new conditions for the Phase II audit that Dr Levine of the University of South Florida was undertaking for the OPC. Completion of the audit was a requirement of the customers to consent to further negotiations between them and Aloha about the possibility of coming to some consensus about future plans for the implementation of PSC order 02-0593-FOF-WU.

Alohas' Citizen Advisory committee passed a resolution (see enclosure) on September 29, 2003 concluding that the PSC mandated discussions between it and Aloha on water quality issues have reached an impasse because of Aloha's refusal to allow sampling of raw, finished and distributed water by Dr Levine so that Phase II of the audit can be completed expeditiously.

- AUS _____
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- GCL _____
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- MMS _____
- SEC 1
- OTH _____

In view of these developments, as a petitioner under Docket 020896-WS, I would request that the PSC expeditiously move towards a petition hearing. The petitioners had indicated in their petition that their request for relief from being 'captive customers' of Aloha should be heard if Aloha was not able to demonstrate that it had appropriate processing in place by June 30, 2003. We are no closer to a resolution of the issues raised in our petition than we were on July 15, 2002. With the unwillingness of Aloha to expedite Phase II of the audit instituted by OPC, I submit that Aloha is simply using delaying tactics and does not appear helpful about resolving issues, which have concerned its customers for more than 7 years.

DOCUMENT NUMBER-DATE

09582 OCT-3 8

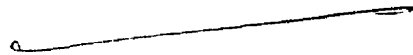
FPSC-COMMISSION CLERK

In a recent submission to the PSC dated July 29 on Docket No 010503-WU Aloha indicated that time is of the essence. The customers feel even more strongly that this is so. Therefore as a customer and a petitioner, I would request the PSC to consider having the petition hearing by the first week of November, so that the upcoming Holiday Season does not delay resolution of the problems we face for another 3-4 months.

I look forward to hearing from you.

Yours sincerely,

V. Abraham Kurien
V. Abraham Kurien, M.D.



Amended Motion for CAC Meeting 29.Sep.2003

Whereas Aloha in its presentation to the Citizen's Advisory Committee on July 23, 2003 chose not to discuss the requested topic of "Complexities of Extracting, Processing and Distributing Water from its Wells and Facilities" and also chose not to discuss the requested topic of "Customer Familiarization with Water Chemistry" and,

Whereas Aloha at this same meeting chose instead to focus its presentation on new processes, installations and the need for rate increases and,

Whereas Aloha at this same meeting failed to acknowledge any role or responsibility whatsoever for the numerous customer complaints of black water and rotten egg smell and,

Whereas Aloha at this same meeting failed to enter into a clear and concise discussion of the objective causes for poor quality water provided to its service area and represented by the Citizen's Advisory Committee and,

Whereas Aloha seems to be proceeding with plans to install a specific new method, without determining what could be the optimum method and,

Whereas Aloha has attempted to impose unacceptable conditions on the independent Auditor and on its prior agreement for the sampling of raw, finished and distributed water,

It is concluded that the PSC mandated discussions between the Citizen's Advisory Committee and Aloha Utilities on Quality of Service Issues have reached an impasse and it is resolved that they cannot be productively resumed,

1. Until Aloha allows for the sampling of raw and finished water at the processing plant and delivered water at the Utility side of the meter as its President promised on July 23, 2003 without inappropriate conditions and an independent analysis and interpretation of resulting data are made available to the Citizen's Advisory Committee and,
2. Until Aloha agrees to discuss the water quality problems in a responsive and forthright manner.

It is the intent of the Citizen's Advisory Committee that this resolution is forwarded to the Public Service Commission for its action.

CERTIFICATE OF SERVICE
DOCKET NO 020896-WS

I HEREBY CERTIFY that a true and exact copy of the above has been forwarded by U.S. Mail
to the following official parties of record, this first day of October, 2003.

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