

LAW OFFICES

ROSE, SUNDSTROM & BENTLEY, LLP

2548 BLAIRSTONE PINES DRIVE
TALLAHASSEE, FLORIDA 32301

FREDERICK L. ASCHAUER, JR.
CHRIS H. BENTLEY, P.A.
ROBERT C. BRANNAN
DAVID F. CHESTER
F. MARSHALL DETERDING
JOHN R. JENKINS, P.A.
STEVEN T. MINDLIN, P.A.
DAREN L. SHIPPY
WILLIAM E. SUNDSTROM, P.A.
DIANE D. TREMOR, P.A.
JOHN L. WHARTON
ROBERT M. C. ROSE, *OF COUNSEL*
WAYNE L. SCHIEFELBEIN, *OF COUNSEL*

(850) 877-6555
FAX (850) 656-4029
www.rsbatorneys.com

CENTRAL FLORIDA OFFICE
600 S. NORTH LAKE BLVD., SUITE 160
ALTAMONTE SPRINGS, FLORIDA 32701
(407) 830-6331
FAX (407) 830-8522

MARTIN S. FRIEDMAN, P.A.
VALERIE L. LORD, *OF COUNSEL*
(LICENSED IN TEXAS ONLY)

November 20, 2003
VIA HAND DELIVERY

Blanca S. Bayo, Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: Aloha Utilities, Inc.; PSC Docket No. 010503-WU - Water Rate Case
Our File No. 26038.35

Dear Ms. Bayo:

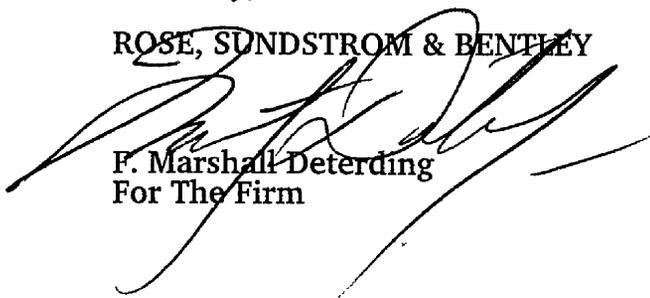
Attached is a letter from Aloha Utilities, Inc. outlining the changes which have occurred in the last 30 days on the refund reporting. All of the credit refunds have previously been reported to the Commission and no changes have occurred therein. The only thing outstanding are those checks for customers no longer in the system. Out of the approximately 1,701 checks issued, 1,357 have now cleared, 263 are outstanding and 81 checks have been returned as undeliverable with no further forwarding addresses available.

Based upon the above, the Utility has completed the refund with the exception of the 263 outstanding checks totaling \$1,182.27. Once the next bank statement is received indicating which of these checks remain outstanding, the Utility will file a final refund report shortly thereafter (sometime in December) proposing final disposition of these monies, along with the 81 checks already returned. With that filing, the refund reports will be complete.

If you have any questions in this regard, please let me know.

Sincerely,

ROSE, SUNDSTROM & BENTLEY


F. Marshall Deterding
For The Firm

FMD/tms

cc: Ralph Jaeger, Esq.
Bart Fletcher
Tricia Merchant, CPA
Marshall Willis, CPA
Lorena Holley, Esq.
Stephen G. Watford
Robert C. Nixon, CPA

DOCUMENT NUMBER-DATE

11781 NOV 20 8

FPSC-COMMISSION CLERK

Aloha Utilities, Inc.

6915 Perrine Ranch Road
New Port Richey, FL 34655

(727) 372-0115 Fax (727) 372-2677

November 19, 2003

Blanca S. Bayo, Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399

VIA HAND DELIVERY

Re: Docket No. 010503-WU
Water Rate Case – Refund Report

Dear Ms. Bayo:

In accordance with the requirements of Commission Order No. PSC-02-0593-FOF-WU, and the requirements of Rule 25-30.360(7), Florida Administrative Code, the status of the \$14,432.66 in refunds issued through checks is as follows through 10/31/03:

263 outstanding checks totaling:	\$1,182.27
81 checks returned undeliverable totaling:	\$344.05
1357 checks cleared totaling:	\$12,906.34

Should you have any further questions, please do not hesitate to contact me.

Sincerely,

ALOHA UTILITIES, INC.



Pamela Yacobelli
Administration Manager

/py

cc : Ralph Jaeger, Esquire
F. Marshall Deterding, Esquire
Robert C. Nixon, CPA