State of Florida





Hublic Service Commission

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DATE: December 29, 2003

Division of the Commission Clerk and Administrative Services

FROM: Office of the General Counsel (Holley)

RE: Docket No. 020896-WS - Petition by customers of Aloha Utilities, Inc. for deletion of

portion of territory in Seven Springs area in Pasco County.

Please file the attached petition signed by 218 customers of Riverside Villas in the above-referenced docket.

Attachment

TO:



13500 DEC 29 8

RECEIVED.

DEC 1 1 2005

PETITION

Florida Public Service Commission CHAIRMAN TARER

The residents of Riverside Villas are concerned about the quality of water being provided by Aloha Utilities. Some of the problems we experience are black water and an extremely offensive odor. Most of these residents consider the water unsafe to drink.

The majority of residents have moved here from other areas of the county and have agreed they were not experiencing these problems with other water companies and feel we should be provided with the same good quality water as other areas enjoy.

Upon questioning Aloha, we have received various reasons for the poor water quality, such as not enough houses on the street, hot water tank needs draining (although the smell is from cold water tap also). Their remedies are to drain hot water tank, leave hot water run for long periods prior to using, putting filters on water connection from street to house, etc. None of these remedies were ever mentioned by water companies in other areas.

We are also having an unrelated problem with Aloha, which involves the non-performance of installing street lighting on our streets, but charging a monthly charge for it.

Considering the above concerns of <u>218*</u> petitioners, please help us to alleviate this problem by allowing us another choice of a water provider to enjoy the water quality we deserve.

Sincerely,

The residents of Riverside Villas New Port Richey, FL

*This represents approximately two-thirds of our residents. The rest are either still up north or away for the holiday period. Many will not return until January. We therefore reserve the opportunity to submit an addendum list at a later time.

Residents Take Issue With Aloha

RIVERSIDE VILLAS PETITION SEEKS WATER FIX OR OUSTER

By MARK HOLAN mholan@tampatrib.com

NEW PORT RICHEY — Residents of Riverside Villas are circulating a petition asking state officials to give them another water provider if Aloha Utilities doesn't fix their problems.

A July 2002 petition signed by nearly 1,500 Seven Springs residents already is before the Florida Public Service Commission.

"We are determined to go through

doing our part on this thing," Riverside Villas spokesman John Parese said. "We are going to add fuel to the fire."

The neighborhood of about 350 homes is east of Little Road and north of Seven Springs. Parese, of Casa del Sol Way, said residents plan to submit signatures to the commission about Dec. 1.

Aloha, a private utility, has about 10,000 customers east of U.S. 19, and many have complained for years about black water and a rotten-egg smell from their taps.

The problems generally are caused by sulfur bacteria and are considered an aesthetic concern, not a health risk. Regulators have said Aloha meets state and federal drinking water standards.

The Public Service Commission has linked completion of an independent water quality report demanded by Seven Springs customers to a public hearing and decision on the Seven Springs petition.

Water samples were taken last week and a final report of the results is expected early next month.

Aloha attorney Marshall Deterding said Monday that he was not familiar with the new petition.

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