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ORIGINAL

JOHNNIE BYRD
Speaker



Charles J. Beck
Deputy Public Counsel

November 18, 2004

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

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COMMISSION
CLERK

Re: Docket Nos. 020896-WS & 010503-WU

Dear Ms. Bayo:

Enclosed for filing, on behalf of the Petitioners, are the original and 15 copies of the Direct Testimony of Wayne T. Forehand.

Please indicate the time and date of receipt on the enclosed duplicate of this letter and return it to our office.

Sincerely,

Charles J. Beck
Deputy Public Counsel

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ORIGINAL

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition by customers of Aloha)
Utilities, Inc. for deletion of portion)
of territory in Seven Springs area in)
Pasco County)

Docket No. 020896-WS

In re: Application for Increase in)
Water Rates for Seven Springs)
System in Pasco County by Aloha)
Utilities, Inc.)

Docket No. 010503-WU

Filed: November 18, 2004

DIRECT TESTIMONY

OF

WAYNE T. FOREHAND

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

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OF

WAYNE T. FOREHAND

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BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

Docket Nos. 020896-WS & 010503-WS

DIRECT TESTIMONY

OF

WAYNE T. FOREHAND

Q. PLEASE STATE YOUR NAME AND ADDRESS

A. My name is Wayne T. Forehand. I live at 1216 Arlinbrook Drive, Trinity, FL 34655.

Q. WHICH UTILITY SUPPLIES YOUR DRINKING WATER AND FOR HOW LONG HAVE YOU BEEN A CUSTOMER OF THAT UTILITY?

A. Aloha Utilities Inc. supplies my drinking water. I have been a customer since February 1993.

Q. ARE YOU SATISFIED WITH THE QUALITY OF WATER IN YOUR DOMESTIC PLUMBING?

A. No.

Q. WHY?

A. Intermittently, there is this intense gray-black discoloration of water. This happens at unpredictable times and for no obvious reason. Many times, we have had very low water pressure and a bad odor as well. After several years in our new retirement home here in Trinity, we were willing to try anything

1 necessary to get better water, especially after we learned a number of
2 neighbors were developing leaks in their pipes caused by the unpredictable
3 and apparently unstable water provided by Aloha Utilities. We invested in a
4 \$3,000 KDF type water conditioner from Florida Water Works, which we
5 were told would solve our discolored water problems. (Exhibit WTF-1).
6 After installation of the water conditioner we found the black water
7 occurrences had been reduced, but not eliminated. After we were away for
8 several days or had not used the guest bath for a while, we continued to see
9 discolored water. Also some light gray color continued to appear periodically
10 during general water use. We recently attended an Aloha Utilities' sponsored
11 workshop where we were told to flush our hot water tank and pipes per the
12 instructions provided by the manufacturer to solve the discolored water
13 problem. Trying to do everything possible, I did as suggested and now have
14 the problem back, but now primarily in the hot water and it has more orange
15 color along with the gray/black.

16
17 To eliminate the black water in the toilet tank, Aloha also suggested installing
18 a red flapper valve instead of black. The red flapper valve was more poor
19 advice from the Aloha workshop as I now find that the red flapper is turning
20 black.

21
22 **Q. DO YOU EXPERIENCE POOR QUALITY FROM BOTH THE HOT**
23 **WATER AND COLD WATER FAUCETS?**

1 A. Since installation of the water conditioner, most of the discolored problems
2 are now on the hot-water side, but a dingy gray continues periodically from
3 the cold. As stated, the discolored water has become much worse and
4 frequent since I flushed the hot water tank as instructed at the Aloha Utilities
5 workshop. I should know better than follow a recommendation from Aloha
6 Utilities, but I am desperate to have better water and to protect my pipes from
7 the pinhole leaks which so many of my neighbors are getting. I always have
8 the black water in the toilet tank from the cold pipes.

9

10 **Q. WHAT KIND OF PIPES DO YOU HAVE?**

11 A. I have copper pipes. I was here to see the house being constructed and saw
12 the copper pipes in place before the slab.

13

14 **Q. HOW DOES POOR WATER QUALITY AFFECT YOU AND YOUR
15 FAMILY?**

16 A. It affects us because of our continued concern about what it will do to our
17 pipes, our home value and our health. We continually have to clean out toilet
18 tanks and bowls much more frequently, and this is a nasty and unnecessary
19 chore, which should not be required on such a frequent basis. I have a
20 continued concern about the proper frequency to change the filters in the
21 reverse osmosis system, because the filters get black so quickly and this is an
22 expensive maintenance project. The aerator screens get plugged with black
23 sediment and need frequent cleaning. We hate the odor. We also resent the
24 idea of wasting water every time we must flush the pipes to get rid of the

1 discolored water. Living with this Aloha provided water is in general
2 stressful, aggravating and it has been allowed to go on for too long.

3

4 **Q. HAVE YOU SOUGHT THE HELP OF ALOHA UTILITY IN**
5 **UNDERSTANDING WHY THE WATER QUALITY IS**
6 **INTERMITTANTLY POOR IN YOUR HOME AND ALSO IN**
7 **IMPROVING IT?**

8 A. Yes, a technician came to my home and after letting the water run from the
9 pipe before the meter, he filled a cup and told me it was clean and clear, but
10 offered no helpful information. After that experience, and continually hearing
11 and reading Mr. Watford state that the water meets all State and Federal
12 standards, I decided that complaining to Aloha would not help with problems.

13

14 I have since contacted Aloha on many other issues also and have continually
15 been disappointed with the condescending responses always denying and
16 blaming somebody else. Answers from Aloha are evasive, deny fault and do
17 not offer corrective action, they continually make excuses, blame someone
18 else and explain why they can't. Because of the lack of care for customers and
19 Aloha Utilities' continued denial that the water and lift stations are problems,
20 it is not worth the effort to contact Aloha Utilities. I would be calling almost
21 every day with a complaint and that would irritate me more. My otherwise
22 wonderful retirement home here in Trinity, with the discolored water, is
23 disgusting.

1 **Q. DO YOU FEEL THAT THE UTILITY GAVE YOU A SATISFACTORY**
2 **EXPLANATION?**

3 A. Aloha has continually said the water was “clean, clear and safe” and meets all
4 federal and state standards. Answers are evasive, deny fault and do not offer
5 corrective action by Aloha Utilities. I cannot recall a satisfactory answer from
6 Aloha Utilities representatives.

7
8 **Q. DIDN'T THE PSC ORDER THAT ALOHA FORM A CITIZENS'**
9 **ADVISORY COMMITTEE TO IMPROVE THE COMMUNICATIONS**
10 **WITH THE CUSTOMERS?**

11 A. Yes, but Aloha's cooperation with the committee was negligible and in spite
12 of the diligent attempt of the volunteer members, the effort was a dismal
13 failure.

14
15 **Q. HOW HAS ALOHA FAILED TO WORK WITH CUSTOMERS AND**
16 **THE CITIZENS' ADVISORY COMMITTEE?**

17 A. The PSC issued Order Number PSC-02-0593-FOF-WU, Docket No.
18 010503-WU, Item #4, ordered, "Aloha shall form a Citizens' Advisory
19 Committee (CAC)". The order notes that advisory committees generate
20 recommendations and provide ideas about issues facing the organization.
21 Also, the primary purpose of the Aloha CAC would be to serve as a special
22 communications link between Aloha customers and the utility.

1 Legal maneuvers by Aloha Utilities delayed the formation of the CAC for
2 approximately one-year after the PSC order. Finally, after losing his appeal
3 in the District court of Appeals, on March 26, 2003, the Aloha Utilities
4 president invited a group of customers from the various communities in
5 Aloha's service area for a meeting to establish a Citizens' Advisory
6 Committee. Mr. Watford chaired that meeting and handed out a list of
7 recommendations. The customers willingly resolved to follow these
8 recommendations and to work with Aloha. An interim board and a
9 nominating committee were established at that meeting. This customer group
10 worked diligently over the following weeks and on April 23, 2003, held the
11 first CAC monthly meeting. Bylaws were approved and a CAC board was
12 elected. I was elected Chairman of the CAC and was eager and delighted to
13 think we finally had this opportunity to try to work with Aloha Utilities to
14 help resolve the many service and water quality problems and complaints.
15 We had elected an enthusiastic committee with a lot of strong backgrounds in
16 both science and in business.

17
18 Early meetings were planned to provide an educational process in order for
19 the committee to become well informed about the complexities of the water
20 resources and water processing in the state of Florida with a particular focus
21 on Pasco County. (Exhibit WTF-2).

22
23 In July, the educational meeting included a presentation and question and
24 answer period with Aloha Utilities Management. Because we had a number

1 of members with strong business backgrounds, it seemed appropriate that we
2 could help Aloha improve its Business Plan and offer suggestions for
3 improvements to its customer representative Training Plan. (Exhibit WTF-3).
4 Mr. Watford willingly agreed to share those plans with the committee. I
5 followed up the requests with a letter of reminder to Mr. Watford after the
6 meeting. (Exhibit WTF-4). Because of the disappointing presentation by
7 Aloha, this letter also suggested that we get back on track towards a win-win
8 situation for the company and the customers. The Business Plan and Training
9 Plan which Mr. Watford agreed to share with the CAC members and in
10 response to my suggestions was never provided by Aloha. After unanswered
11 emails and no response to this letter, we quickly figured out that Aloha
12 Management would only respond to CAC communications when a copy of the
13 communications was sent to the PSC and OPC. All future correspondence
14 with Aloha from the CAC included copies to both the PSC and OPC. It
15 should not have been necessary to include copies of correspondence to the
16 PSC and OPC in order for the CAC to get a response from Aloha if its
17 management really had intentions of working with us.

18
19 As part of the CAC educational process between the formal meetings, CAC
20 members visited a number of the local utilities (Dunedin, Pinellas County and
21 New Port Richey) to see first hand and learn more about water processing
22 options and water chemistry. It seemed appropriate that the CAC members
23 could also then visit the Aloha processing system to further our understanding
24 and perhaps help Aloha reach a win-win situation. Accordingly, a tour of the

1 Aloha facility was requested. (Exhibit WTF-5). Mr. Watford responded, in a
2 letter with a copy to the PSC, denying our request with a multitude of what
3 appeared to be very lame excuses. (Exhibit WTF-6). I was appalled that part
4 of his reasons for denial was terrorist threats; we were the volunteers working
5 with his utility to improve our water and create a win-win situation for both
6 parties and surely we would not be a threat to the Aloha facilities. In light of
7 the fact that members of the CAC had been welcome visitors at the Dunedin,
8 New Port Richey and Pinellas water utilities, without being considered
9 potential terrorists, we found the logic of Aloha's denial impossible to
10 understand. Also, in my 33 years of industrial background, a supplier never
11 once declined a request for a facility tour. Suppliers, who want to work with
12 customers, graciously provide facility tours and allow audits. It appears that
13 Mr. Watford could have taken much less time and effort to provide the tour
14 for the CAC than to prepare the elaborate denial letter. We now find this
15 refusal particularly disturbing because on October 8, 2004, Aloha Utilities
16 willingly provided a tour for an ad hoc Pasco County Committee after
17 refusing to allow a visit for the Aloha Utilities own Citizens' Advisory
18 Committee members. Of course this is just one more example of Aloha's
19 unwillingness to show cooperation with the CAC.

20
21 I wrote to the PSC Chairman with a concern and a need to advise that I am
22 continually being disappointed with the lack of cooperation we are getting
23 from Aloha Utilities in the CAC's efforts to help develop a win-win situation.
24 (Exhibit WTF-7).

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At the September, 2003 CAC meeting, it was thoroughly discussed that Aloha management was attempting to impose unacceptable conditions on the independent auditor Dr Levine. The CAC members, recognizing that it appeared Aloha management was being uncooperative on every issue, approved a resolution to be forwarded to the PSC for their assistance with this impasse. (Exhibit WTF-8).

A number of customers asked to be added to the distribution list for agendas and minutes for the CAC meetings. These customers were asked to telephone Aloha with their request to be added to the distribution list for agendas and minutes for the CAC meetings.

Aloha refused the requests and advised customers that they must be members of the CAC to be on the mailing list for meeting agendas.

One customer was told to see the minutes on the Aloha web site. The only problem was that Aloha did not post the minutes on its web site even though the CAC members suggested it. We discussed the PSC order at several CAC meetings but Aloha continued to refuse to add any customers to the mailing list. The PSC order (Docket No. 010503-WU) clearly states, "A CAC mailing list would be developed by members of the CAC and Aloha, and it would continue to evolve as new citizens and interested persons call to get on the mailing list." The PSC order provided Aloha funding to cover the cost of involving the

1 CAC. Aloha's refusal is just another example of an obstinate company
2 failing to work with interested customers and the CAC. (Exhibits
3 WTF-9, WTF-10, and WTF-11) . It appeared to us that Aloha did not
4 want members of the community to know more about the CAC
5 meetings.

6
7 In order to keep all customers informed of CAC meetings, the committee
8 repeatedly asked Aloha to include a CAC meeting announcement in the water
9 bills that are mailed each month. Aloha refused even though water bills often
10 included a flyer/newsletter with other information the corporation wanted to
11 communicate. Again and again, Aloha refused to include a meeting
12 announcement in their flyer/newsletter. A sample of an Aloha monthly
13 flyer/newsletter included with the bill is shown. (Exhibit WTF-12). It would
14 appear that Aloha was trying to keep the CAC meetings a secret, even though
15 the PSC order clearly stated, "notification of advisory committee meetings
16 would be made in Aloha's existing newsletter or other publications." Aloha's
17 management just continually refused to promote the CAC meetings and said
18 they do not have a flyer/newsletter in their monthly statement. (Exhibit WTF-
19 12). How could a utility, which claimed it wanted to work with its customers,
20 continue to be so obstinate and not help the committee inform other customers
21 about CAC meetings?

22 At the October meeting of the CAC, a series of questions were put to Mr. Tom
23 Pound who was in attendance on behalf of Aloha Utility Management. He

1 was new in the Aloha organization and appeared very anxious to listen to the
2 customers and be helpful to the CAC. He listened to our questions and
3 promised to return to the next meeting with detailed answers. His solicitous
4 manner and obvious desire to be helpful were refreshing and well received by
5 the CAC members and customers in attendance. At the following meeting in
6 November, we asked Mr. Pound to discuss the answers that he had promised.
7 His reply was a prepared statement as follows: "I'm Tom Pound, I'm the
8 Utility Director for Aloha Utilities. To answer your question, my company's
9 position is that my being here is for monitoring reasons only for the
10 company. Any questions that you may have, would you please put it in
11 the form of a letter and send it to the company and the company will mail
12 a response to your questions." Clearly, this was not Tom Pound talking
13 but the management of Aloha who had instructed him to refrain from
14 being frank and open with the customers, presumably on pain of losing
15 his job. We feel certain that such an announcement by the utility is not in the
16 spirit of cooperation that the PSC had intended from the Aloha representative
17 at a CAC meeting. It clearly was not a way to develop a win-win situation
18 with its customers. The 100 plus Aloha customers attending that meeting
19 were absolutely appalled hearing this statement. (Exhibit WTF-13).

20
21 Since Aloha continued stalling the independent audit sampling process, the
22 petitioners sought reactivation of the deletion request in October 2003, while
23 the CAC continued to provide Aloha opportunities to become cooperative.

1 We decided it would be an appropriate tool of management for a committee to
2 evaluate its function and determine whether it had met its mandate from the
3 PSC order. In January, we invited Mr. Watford to personally attend the CAC
4 meeting and sit at the table with us to review the CAC activities over the past
5 year based on the PSC order. (Exhibit WTF-14).

6
7 Mr. Watford did not attend. Instead an Aloha designate was sent. The
8 designate arrived a with a prepared script which included a line claiming that
9 the Utility was not legally required to provide information to the committee
10 because, "You are not shareholders, not a regulatory agency, you are just
11 customers." (Exhibit WTF-15). As the representative of Aloha, he refused
12 answer to even simple questions that committee members asked and he further
13 advised that the only purpose of the CAC was to provide an audit report of
14 Aloha Utilities. Aloha Utilities clearly again displayed no cooperation with
15 their customers and the CAC. Every question must be submitted to Aloha in
16 writing. Unclear legalistic type answers are provided in writing. The answers
17 generally beat around the bush and then required additional written inquiry.
18 (Exhibit WTF-16) .

19
20 An evaluation of the work of the CAC was undertaken at the January, 2004
21 meeting by going through each of the 29 points in the PSC order. The
22 summary of our evaluation clearly indicates that the Committee members met
23 the mandate from the PSC order, but Aloha's cooperation was insignificant

1 and clearly did not meet the expectation of the CAC members nor the
2 requirements stipulated by the PSC order. (Exhibit WTF-17).

3
4 The minutes for the meeting in January, 2004 (Exhibit WTF-18), which were
5 prepared by the Aloha designated secretary, were inappropriate and sanitized
6 by higher authorities at Aloha. The CAC specifically asked to have the
7 minutes of the January, 2004 meeting rewritten to include key items, which
8 the committee had specifically asked to be included during the meeting.
9 (Exhibit WTF-19). The Aloha secretary refused to make the requested
10 changes. (Exhibit WTF-20). The CAC wrote a second letter asking that the
11 minutes be corrected to include key issues. (Exhibit WTF-21). The Aloha
12 designated secretary did not respond and did not make requested additions to
13 the minutes, apparently at the direction of Aloha management.

14
15 The CAC Chairman then wrote to ask the PSC if it would be appropriate for
16 the commission to contact Aloha and to suggest that Mr. Watford initiate
17 efforts to repair the ill will with the customers and begin to demonstrate that
18 Aloha can be helpful and supportive to the very discouraged CAC members
19 and Aloha customers.

20
21 The General Counsel of the PSC responded that it was "staff's sincere hope"
22 that Mr. Watford would sit down with the CAC to discuss events of the past
23 year. The General Counsel of the PSC further stated, "It is clear that members
24 of the CAC are attempting to further the communications link by inviting you

1 to sit down with them.” (Exhibit WTF-22). Since even the efforts of the
2 General Counsel did not result in any meaningful change in Aloha's attitude, it
3 left the CAC with no other alternative than to notify the PSC that meeting
4 with Aloha to solve water problems was a nonproductive process. The CAC
5 scheduled its last meeting for May 6th. In April, 2004, Mr. Watford advised
6 that his staff was available during the week of May 3rd, but that Dr. Levine
7 was not available on May 6th when the meeting was scheduled. (Exhibit
8 WTF-23). We advised Mr. Watford that it was OK to meet without Dr.
9 Levine. Further, we wanted to talk with Aloha management and provide
10 opportunity to clear the air with the customers about some disturbing and
11 confusing press statements of recent weeks and to jointly plan convenient
12 dates for some future productive meetings. Instead of Mr. Watford joining us
13 for productive dialog, Aloha sent a representative with a press release, which
14 he presented. It was clear that the Aloha representative attended only as a
15 messenger and to monitor, he did not participate with us. As a volunteer
16 committee established under an order from the PSC, we were again
17 completely frustrated by Aloha management continually ignoring an
18 opportunity to work with the community. Without Aloha’s participation, no
19 dates for future meetings were established. As CAC Chairman, I wrote to the
20 PSC Chairman, with a copy to the PSC General Counsel, advising, "We did
21 not schedule another CAC meeting and will look forward to suggestions from
22 the PSC before we do." (Exhibit WTF-24). As a result of the lack of support
23 and cooperation from Aloha, the CAC has been a miserable failure in spite of
24 a lot of volunteer effort on the part of the community trying to work with

1 Aloha. Our eagerness and hopefulness that after 10 years we could have an
2 opportunity to develop a win - win situation with Aloha and hopefully get
3 better quality water encouraged the CAC members to work very diligently
4 making all the effort. I suppose we should have recognized from the
5 beginning, that Aloha, after challenging and delaying the implementation of
6 the CAC for so long, was not a willing participant and did not intend to work
7 with the customers.

8
9 **Q. SINCE ALOHA REFUSED TO MEET WITH THE 15 MEMBERS OF**
10 **THE CAC TO DISCUSS THEIR TECHNICAL PLANS, WERE THERE**
11 **OTHER MEETINGS?**

12 A. Yes, but not with the CAC. In February, 2004 the petitioners established a
13 committee headed by Dr. John Gaul, separate and distinct from the CAC to
14 meet with Aloha to discuss technical issues. Dr. Kurien wrote to Aloha on
15 February 24 about this committee's willingness to meet with Aloha and Dr
16 Levine. (Exhibit WTF-25). Mr. Watford did not reply to this letter. Finally,
17 in late May, 2004, the OPC attorney was asked by Aloha to arrange a meeting
18 with the customers technical committee and the PSC staff. Two of the three
19 petitioner members of the committee were out of town at that time and
20 unavailable to participate. Aloha however, was now pushing for the OPC to
21 arrange a meeting right away, after delaying since February. To show that the
22 petitioners were always willing to go out of the way to meet with Aloha
23 management, I volunteered to attend the first meeting and recruited another
24 petitioner with an engineering background. Two substitutes attended the first

1 meeting representing the petitioners; Aloha commandeered the agenda,
2 providing for minimum input from the petitioners. As petitioners, we were
3 somewhat outraged by Aloha's approach. At that meeting, we did hear from
4 Dr. Levine that the hydrogen peroxide process is not in use for the purpose of
5 removing hydrogen sulfide from underground water anywhere in the United
6 States and that if the process should fail to provide better quality water, more
7 steps could be added. We were quite unhappy that Aloha insisted on
8 discussing only this completely unproven process and that they refused to
9 discuss the process recommended by most of the water experts. From this
10 meeting, it became clear that Aloha was going to implement the hydrogen
11 peroxide method to facilitate required conversion to chloramines, not to fix
12 the black water and odor problems. It also became clear that Aloha is going to
13 do what they want to do in spite of customer input and objections. A second
14 meeting took place on June 4, 2004 that was attended by Dr John Gaul, Mr.
15 Dick Wiltsey and Dr. Abraham Kurien the original technical committee. The
16 PSC Attorney had asked Dr Kurien to create an agenda for the meeting and he
17 provided equal time for Aloha and the customers to discuss their concerns.
18 This was circulated to all parties before the meeting. However, at the last
19 moment, because of Aloha's unwillingness to follow the agenda, the meeting
20 became nonproductive and Aloha insisted that it would go ahead with
21 implementation of the hydrogen peroxide method with the help of Dr. Levine.
22 Because of the customers' concern, based on discussions with water
23 processing experts about the uncertainty of success of the hydrogen peroxide
24 method for removal of hydrogen sulfide from source water, the customer

1 representatives requested Aloha to get a second opinion about the efficacy of
2 the method. This request was denied. Why wouldn't Aloha want a second
3 opinion before spending large sums of money on an unproven process?

4

5 **Q. WHERE THERE SOME CUSTOMER MEETINGS WITH ALOHA**
6 **FACILITATED BY A PUBLIC RELATIONS COMPANY?**

7 A. Aloha held a customer meeting in June, about a month after Aloha refused to
8 meet with the CAC stating as the reason that Dr. Levine was not available.
9 Now, one month later Aloha called a customer meeting and was discussing
10 the hydrogen peroxide process with the customers without Dr. Levine. It is
11 hard to understand how Aloha management could now discuss hydrogen
12 peroxide without Dr. Levine, but one month earlier would not meet with the
13 CAC, which had volunteered and worked so diligently through the water
14 processing educational effort.

15

16 At the customer meeting, there were some small work group discussions.
17 Many of the work groups at the meeting suggested that Aloha sell the utility.
18 The suggestion to sell the utility, even though very popular with the
19 customers, was ignored by Aloha management. Presentations by Aloha tried
20 to put a positive spin on the deplorable situation at Aloha water with more of
21 the same promises that the water would improve. Presentations even stretched
22 the truth as Mr. Watford advised that hydrogen peroxide is used in three other
23 utilities for water processing and led attendees to think Aloha is implementing
24 a proven process in use elsewhere. Many of us already knew that these other

1 applications were only used after an ozone process, but not as Mr. Watford
2 inferred to remove hydrogen sulfide from source water.

3
4 Aloha conducted one more customer meeting in September, 2004. At neither
5 of these meetings did Aloha provide detailed information on the method being
6 used to pilot test the hydrogen peroxide process, nor information on results
7 obtained from the testing to date. Dr. Levine did attend the second customer
8 meeting and made it clear that she did not expect the proposed process to
9 improve the black water from the customer's hot water faucets. Again it
10 became clear that Aloha was going to do what it wants without concern for the
11 customer input.

12
13 **Q. ARE THERE ANY PROBLEMS WITH THE ALOHA SEWAGE**
14 **SYSTEM?**

15 A. Yes, for the past 10 years, there have been many complaints about the bad
16 odor from the Aloha lift stations and a number of sewage overflows during the
17 last year

18 **Q. WHAT HAS BEEN DONE BY ALOHA TO IMPROVE THIS**
19 **SITUATION?**

20 A. Numerous reports were made to Aloha about the high frequency of emergency
21 flashing lights at the one lift station on Arlinbrook Drive, a block down the
22 street from my house. There have also been many repeated complaints about
23 bad odors from many of the other Aloha lift stations. Calls about emergency
24 lights flashing at lift station #33 that I specifically know about were on 4-8, 5-

1 30, 6-13, 7-6, and 7-15-04. I wrote to Mr. Watford on 7-15-04 suggesting that
2 it appears that a preventive maintenance program and frequent monitoring of
3 this particular lift station is required. I explained that I hated to keep
4 complaining but it appears that our problems with Aloha Utilities never get
5 any better. (Exhibit WTF-26). Instead of considering corrective action, Mr.
6 Watford wrote back the following day in his typical condescending manner
7 stating, "As I explained to you previously, the light on the panel box is an
8 informational light. It is designed to alert the operator on his next visit". He
9 further stated, " If in fact, there is an operational problem with a lift station
10 that needs immediate attention a warning buzzer/horn will sound." Mr.
11 Watford concluded, "Hopefully this information will put your mind at ease."
12 This obvious misinformation from Mr. Watford, did not put my mind at ease,
13 it stimulated aggravation. (Exhibit WTF-27). This response from Mr.
14 Watford does not meet the law that says, "A utility shall make a full and
15 prompt acknowledgment and investigation of all customer complaints and
16 shall respond fully and promptly to all customer requests." His response was
17 prompt but displayed no investigation, as the answer was inaccurate, as the
18 following will show.

19 As a retired engineer from the industry, Mr. Watford's explanation did not
20 sound reasonable to me. I have heard the warning buzzer and seen sewage
21 flowing to the street and into the detention ponds at the time the buzzer was
22 going. Since a red flashing light generally signals that something is wrong, I
23 thought it appropriate to see what response policies are used by other
24 wastewater utilities in our area. I talked with the New Port Richey

1 Wastewater Utility, the Pinellas County Wastewater Utility and the Pasco
2 County Wastewater Utility. All three utilities advised they ask customers to
3 call the emergency number if they see a red flashing light and those utilities
4 advised they would respond promptly. Aloha Utilities alone considers the
5 flashing red light as informational and that it will be checked out on the
6 operators next visit (no telling when the next visit would be!). A response
7 was written to Mr. Watford suggesting, "The other utilities want to take
8 preventative actions and you should expect Aloha Utilities to implement
9 preventative measures also." (Exhibit WTF-28).

10

11 After repeated customer complaints about the Aloha Utilities' lift stations, the
12 FDEP conducted an inspection on August 3, 2004. On August 3, 2004, Mr.
13 Tom Pound of Aloha Utilities wrote to a family friend of mine in the
14 neighborhood who had been complaining about lift station odors. Mr. Pound
15 advised, "Jerry Nicholas, with the Florida Department of Environmental
16 Protection inspected the Robert Trent Jones Parkway lift station, in addition to
17 other lift stations and found them to meet all rules and regulatory requirements
18 and were in complete compliance." (Exhibit WTF-29). Finding "complete
19 compliance" hard to believe, I sent a note to the FDEP and further explained
20 about the fact that Aloha considers the flashing warning signal only
21 information and does not want it reported. (Exhibit WTF-30).

22 Mr. Nichols forwarded to me a letter stating, "Overall, the facility was out of
23 compliance." Further, because Aloha had advised customers that the flashing
24 red light was informational, the FDEP "Out of Compliance" report

1 specifically says, "The Department recommends that Aloha Utilities notify its
2 customers on how to report an alarm condition at the lift stations." (Exhibit
3 WTF-31). It would appear that this lackadaisical attitude of Aloha
4 management, and the obviously misleading reply from Mr. Tom Pound,
5 perpetuates problems rather than fixing them when customers report concerns.
6 Mr. Pound should not have claimed lift stations were in "complete
7 compliance". Further, Mr. Watford should have clearly acknowledged that
8 the flashing red lights indicate a problem and Aloha would promptly respond,
9 as is the policy at other utilities. To this date, Mr. Watford has not advised me
10 that he provided incorrect information about the flashing red light emergency
11 signal in his note in Exhibit WTF-27 and that I should alert his utility when I
12 see the flashing red light and should expect to see a prompt response. In spite
13 of denying there was a problem at Lift Station #33, and that preventative
14 maintenance was needed, Aloha has apparently taken some corrective actions,
15 as I have not seen an emergency light flashing in a long time.

16
17 On August 17, 2004, I wrote to Mr. Nichols again and reported my
18 observation that for lift station #33 on Arlinbrook, Aloha Utilities apparently
19 did not maintain a record of all complaints. I personally made the 3 contacts
20 reporting emergency lights flashing that were not documented in the Aloha's
21 computer printout provided to the FDEP as noted in the "Out of Compliance"
22 report. (Exhibit WTF-32). Up to this time the FDEP has not followed up on
23 this information.

1 Q. DOES ALOHA UTILITIES HAVE CREDIBILITY WITH THEIR
2 CUSTOMERS?

3 A. Because of the continued arrogance of management, its attempts to mislead
4 and its refusal to directly address the customer's problems, the Aloha
5 organization has poor credibility with the CAC and its customers.

6

7 Q. WHY WOULD YOU SAY ALOHA HAS POOR CREDIBILITY WITH
8 THEIR CUSTOMERS?

9 A. The antagonistic history of Aloha's relationship with the CAC and its
10 customers has been augmented by the unwillingness of Aloha to be
11 truthful about facts. As one example, on September 5, 2003, I arrived
12 home and found a note on my door that said, "No One was home!
13 Aloha Utilities Inc. 372-0115. Water clean, clear, no odor." (Exhibit
14 WTF-33). I wondered why Aloha would come to my house. I found
15 that strange since I had not reported a problem, so I looked at the
16 water meter area and saw the grass was not disturbed. (Exhibit WTF-
17 34). Later, I found that my hose had been disconnected from the
18 faucet by my side garage door. I decided this was not right, so I
19 composed a letter to Mr. Watford. I asked, "Mr. Watford, what was
20 the purpose of Aloha's visit to my home? Since the note said, "water
21 clean clear," obviously a sample was taken, what was the result at my
22 home? Where was it taken since the meter had not been disturbed?

1 Was my house selected, alone among all my neighbors? Why?" My
2 questions appeared quite clear to me. (Exhibit WTF-35).

3 The response from Aloha advised that all parameters for my home were in
4 good order. (Exhibit WTF-36). This did not answer my questions. I sent
5 another letter. Did your technician disconnect my garden hose? If so, why
6 was this done? Was a water sample taken from the faucet? (It appeared the
7 sample was taken from the faucet since the hose was disconnected.) Since a
8 sample was taken and the chlorine was measured, what was the chlorine
9 level? (Exhibit WTF-37).

10
11 A response to my second letter advised that when the service representative
12 checked the water at my hose bib, he found chlorine residual to be 1.83 mg/L
13 and therefore satisfactory. (Exhibit WTF-38). Aloha, tested delivered water
14 when I was not home. Obviously, the technician did not know that the water
15 from this faucet flows first through my very efficient \$3,000 Eliminator water
16 conditioner, which is designed to remove both hydrogen sulfide and chlorine
17 as described in Exhibit WTF-1. Aloha appeared to have provided me a
18 reading that their technician may have assumed that management and the
19 customer would prefer to see. To verify that the Aloha reported grossly
20 incorrect information, Dr. Kurien and I checked the chlorine residual level, it
21 actually was .10 mg/L. I then took 4 more samples over the following six
22 days. All readings were within a small range of the first sample with the 0.10
23 Mg/L reading, which would be expected for water that had been through my
24 water conditioner. How could Aloha provide such erroneous data of

1 1.83mg/L when in reality, the residual chlorine level was only in the .10mg/L
2 range? If Aloha technicians provide inaccurate data to me, why do we think
3 the data provided by Aloha to the FDEP and other agencies are more
4 accurate? Is only the data given to me, so totally inaccurate? Yes, we are
5 focusing on poor management credibility here.
6

7 **Q. WOULD YOU CONSIDER ALOHA UTILITIES CUSTOMER**
8 **FRIENDLY COMPANY?**

9 A. In addition to being arrogant towards the CAC, Aloha Utilities continues with
10 their display of customer unfriendly attitudes and procedures. I have been
11 Aloha's customer for over 10 years and have never made a late payment on
12 my monthly statement. My June bill was due on the 9th, 2004. I pay my bill
13 on line through Bank of America and I inadvertently, this one time, authorized
14 sending my payment on 6-15-2004, only six days late. (Exhibit WTF-39).
15 Aloha Utilities sent me a notice prepared the following day, June 16, 2004,
16 which I received on June 18th advising that, "To avoid interruption of service,
17 your payment must be received by 4:00 p.m. on the **Disconnect Date** listed
18 above." Yes, "**Disconnect Date**" was in bold type as above and the notice
19 listed the disconnect date to be June 22, 2004. (Exhibit WTF-40). After 10
20 years of never sending a payment late, I think it is unreasonable for the utility
21 that has for 10 years provided black smelly water, with low pressure and bad
22 odor, to threaten to discontinue a customer's service because a check was
23 mailed 6 days late. Customers should be freed from Aloha Utilities because
24 of the continued poor quality of water and poor customer relations.

1 Q. IF YOU HAD A CHOICE IN RECEIVING WATER FROM ANOTHER
2 UTILITY AT REASONABLE RATES, WOULD YOU CONTINUE TO
3 BUY WATER FROM ALOHA UTILITY?

4 A. No!

5

6 Q. WHY NOT?

7 A. It is very clear from friends in our Trinity Men's Association who live in the
8 parts of Trinity that receive water from Pasco County Utilities that they do not
9 have the chronic black water and odor problem and have ample and consistent
10 water pressure. The County Utility customers in the neighborhood are not
11 getting the large number of pinhole leaks in their water pipes as experienced
12 in the Aloha Utilities section of the neighborhood. The county has wastewater
13 and water rates similar to Aloha Utilities current rates and provides very good
14 quality water to the customers. Pasco and Pinellas County water users have a
15 customer friendly management and if there would be a problem, have elected
16 commissioners who will represent the needs of the customers. They do not
17 have to deal with the obstinate Aloha management and staff that appear as if
18 they want me to go away. Believe me, I would like to go away from Aloha
19 Utilities.

20

21 Q. IS THAT THE END OF YOUR TESTIMONIAL?

22 A. Yes.



EXHIBITS

INDEX OF EXHIBITS
DIRECT TESTIMONY—WAYNE T. FOREHAND

DOCKET NOS. 020896-WS & 010503-WU

EXHIBIT NAME	EXH. NO.	
KDF WATER CONDITIONING SYSTEM DESCRIPTION	WTF-1	_____
WAYNE FOREHAND'S LETTER TO MR. WATFORD, JUNE 2, 2003	WTF-2	_____
PARTIAL TRANSCRIPT OF AUDIOTAPE FROM ALOHA UTILITIES CAC MEETING, JULY 23, 2003	WTF-3	_____
WAYNE FOREHAND'S LETTER TO MR. WATFORD, JULY 25, 2003	WTF-4	_____
WAYNE FOREHAND'S LETTER TO MR. WATFORD, AUGUST 9, 2003	WTF-5	_____
MR. WATFORD'S LETTER TO WAYNE FOREHAND, AUGUST 22, 2003	WTF-6	_____
WAYNE FOREHAND'S LETTER TO PSC COMMISSIONER LILA JABER, AUGUST 29, 2003	WTF-7	_____
RESOLUTION FROM CAC MEETING OF SEPTEMBER 29, 2003	WTF-8	_____
WAYNE FOREHAND'S LETTER TO PSC COMMISSIONER LILA JABER, OCTOBER 3, 2003	WTF-9	_____
EMAIL FROM BILL COOGAN TO WAYNE FOREHAND, OCTOBER 1, 2003	WTF-10	_____
EMAIL FROM BILL RICHARDS TO WAYNE FOREHAND, SEPTEMBER 30, 2003	WTF-11	_____

EXAMPLE OF ALOHA FLYER INCLUDED IN BILL SEPTEMBER, 2003	WTF-12	_____
WAYNE FOREHAND'S LETTER TO PSC COMMISSIONER LILA JABER, DECEMBER 1, 2003	WTF-13	_____
WAYNE FOREHAND'S LETTER TO MR. WATFORD, JANUARY 5, 2004	WTF-14	_____
PARTIAL TRANSCRIPT OF AUDIOTAPE FROM ALOHA UTILITIES CITIZENS' ADVISORY COMMITTEE MEETING, JANUARY 12, 2004	WTF-15	_____
WAYNE FOREHAND'S LETTER TO MR. WATFORD, JANUARY 23, 2004	WTF-16	_____
WAYNE FOREHAND'S LETTER TO SENIOR ATTORNEY LORENA HOLLY WITH ATTACHMENTS, JANUARY 14, 2004	WTF-17	_____
INADEQUATE MINUTES OF JANUARY 2004 MEETING OF CAC	WTF-18	_____
WAYNE FOREHAND'S LETTER TO JENNIFER WILKOWSKI, JANUARY 26, 2004	WTF-19	_____
JENNIFER WILKOWSKI'S RESPONSE LETTER TO WAYNE FOREHAND, FEBRUARY 13, 2004	WTF-20	_____
WAYNE FOREHAND'S FOLLOW UP LETTER TO JENNIFER WILKOWSKI, FEBRUARY 16, 2004	WTF-21	_____
GENERAL COUNSEL MELSON'S LETTER TO MR. WATFORD, JANUARY 23, 2004	WTF-22	_____
WAYNE FOREHAND'S LETTER TO MR. WATFORD, APRIL 30, 2004	WTF-23	_____
EMAIL LETTER TO CHAIRMAN BAEZ FROM WAYNE FOREHAND, MAY 7, 2004	WTF-24	_____
V. ABRAHAM KURIEN'S LETTER TO MR. WATFORD, FEBRUARY 24, 2004	WTF-25	_____
WAYNE FOREHAND'S LETTER TO MR. WATFORD, JULY 15, 2004	WTF-26	_____

MR. WATFORD'S EMAIL RESPONSE TO WAYNE FOREHAND, JULY 16, 2004	WTF-27	_____
WAYNE FOREHAND'S EMAIL RESPONSE TO MR. WATFORD, JULY 19, 2004	WTF-28	_____
TOM POUND'S EMAIL RESPONSE TO SYLVIA HARGREAVES, AUGUST 3, 2004	WTF-29	_____
WAYNE FOREHAND'S EMAIL NOTE TO FDEP, AUGUST 3, 2004	WTF-30	_____
OUT OF COMPLIANCE NOTIFICATION TO MR. WATFORD FROM JERRY NICHOLS, FDEP, AUGUST 6, 2004	WTF-31	_____
WAYNE FOREHAND'S EMAIL TO JERRY NICHOLS, FDEP, AUGUST 17, 2004	WTF-32	_____
NOTICE ALOHA HUNG ON CUSTOMERS' DOOR, SEPTEMBER 5, 2003	WTF-33	_____
PICTURE OF GRASS COVERED METER, SEPTEMBER 5, 2003	WTF-34	_____
WAYNE FOREHAND'S LETTER TO MR. WATFORD, SEPTEMBER 8, 2003	WTF-35	_____
PAMELA YACOBELLI'S LETTER TO WAYNE FOREHAND, SEPTEMBER 23, 2003	WTF-36	_____
WAYNE FOREHAND'S LETTER TO PAMELA YACOBELLI, SEPTEMBER 29, 2003	WTF-37	_____
PAMEL YACOBELLI'S LETTER TO WAYNE FOREHAND, SEPTEMBER 29, 2003	WTF-38	_____
BANK AMERICA STATEMENT OF PAYMENT HISTORY BY WAYNE FOREHAND	WTF-39	_____
ALOHA'S NOTICE OF DISCONNECTION DATE SENT TO WAYNE FOREHAND, JUNE 16, 2004	WTF-40	_____



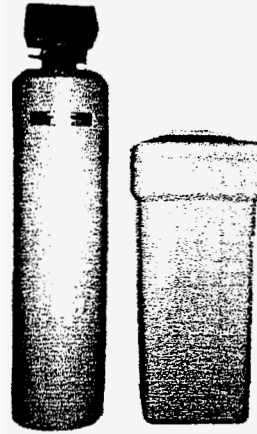
Florida Water Works

HOME PRODUCTS SERVICES CONTACT WATER FACTS

Eliminator Whole House Water Conditioner

Our Eliminator Whole House Conditioner softens, conditions and filters your water to reduce mineral contaminants, over 2100 chemical contaminants, and heavy metals like lead, copper, arsenic, and zinc. Unlike filters, our Eliminator Conditioner is good for life.

Our proprietary KDF media treatment kills bacteria in the resin tank and extends the life of the carbons by up to 15 times. This technology is covered by 14 U.S. patents and several international patents. The KDF media also removes up to 98% of all water soluble heavy metals that are a concern to public health officials and many consumers.



Product List
Whole House System
<u>5 Stage Reverse Osmosis</u>
<u>Ultraviolet Sterilization</u>
<u>Well Water Solution</u>

This system is filled with 90 pounds of high capacity resin carbons to provide optimal performance in clean water types of carbon eliminate chlorine, chloramines, PCB's, TC insecticides, pesticides, herbicides. It is also very effective removal of benzene compounds organic contaminants. The Carbon System effectively removes over 100 EPA Priority Pollutants also filters Trihalomethane product of the chlorination and a known carcinogen. Anion exchange resins remove all iron in the water that cause hard water contamination. Quartz filtration removes the particles that otherwise clog the rest of the system maximizing the life of the filtration elements.

Filtration Mediums

KDF Media



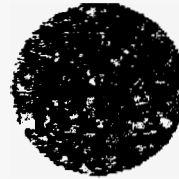
SST Resin



Activated Coconut Carbon



Quartz Gravel Under bedding



The control valve uses a simple and dependable mechanical meter to monitor water usage, even during power failure, and initiates regeneration only when needed.

We have been very happy with your service. The soft water is great, and the drinking water is so much better.

Wayne T Forehand
1216 Arlinbrook Drive
Trinity, FL 34655-4556
Telephone 727-372-2104
E-mail: wayne9@att.net

June 2, 2003

Mr. Stephen G. Watford, President
Aloha Utilities Inc.
6915 Perrine Ranch Road
New Port Richey, 34655

Dear Mr. Watford,

At the May 19th Meeting of the interim Citizens' Advisory Committee, 15 members from the Seven Springs Area were elected to serve two-year terms.

As Chairman, I recognize that the first responsibility of the Committee is to become informed about the complexities of the water resources and water processing in the State of Florida with particular reference to Pasco County. To accomplish this, we are dedicating major portions of the next three meetings of the CAC to achieve this goal.

1. The meeting on June 16th will be a generic presentation on the geology and water chemistry of the Florida underground aquifer and some of the many methods available for processing potable water from that source.
2. We are then inviting you and your Water Engineer to make a presentation at the July 23rd meeting about the complexities of extracting, processing and distributing water from your wells in the Seven Springs Area. We would like you to feel free to indicate the financial, management and regulatory constraints under which you have to carry out your responsibilities.
3. The meeting on August 25th will provide an opportunity for the Tampa Office of FDEP and perhaps a representative from the PSC to indicate how they interact with your Utility and the customers.

I look forward to your participation in our endeavor to make the customers of Aloha and especially the members of the CAC well informed as we try to carry out our responsibilities.

A reply to our invitation by the 12th of June will be greatly appreciated, so that we can announce your presentation at the June 16th meeting.

Wayne Forehand
Chairman, Citizens Advisory Committee

**ALOHA UTILITIES CITIZENS' ADVISORY COMMITTEE
JULY 23, 2003 MEETING TRANSCRIPT**

Steve Watford (SW): Does anyone have any questions, specifically with how we deal with complaints, or how we follow up, or what our process is in that regard, before I move into our overview or vision of where this thing is going?

Audience Member (AM): It's kind of a three-part question. The first part is, who in your organization handles customer service?

SW: There are many people in our organization who handle it. It obviously depends on what the concern is or what is voiced to us as being the initial complaint. A work order will go out and it might require the intervention of several other people. It depends on what the nature of the problem is.

AM: So there is not just one person who oversees it. Who oversees your customer service program?

SW: Tom Pound, who I believe you've all met, will make sure nothing will ultimately fall through the cracks.

AM: How do I complain about the water that smells like rotten eggs?

SW: You can leave me your name and number or you can call the office.

Dave Rowan (DR): I'd like to know if you have a business plan.

SW: Yes, I do.

DR: Would you be willing to share that with the CAC?

SW: Yes, I would.

WF: Has Aloha done any training of their employees on how to handle angry customers?

SW: We do not have a specific training program that relates to how to handle angry customers. There is a particular portion of the training that our employees undergo, I believe, that deals with difficult customer service issues. It's part of the package that we were given from the American Waterworks Association.

WF: So you do have a written training program.

SW: Yes we do.

WF: And you can share that with the CAC.

SW: Sure.

WF: We'll count on that, thank you.

AM: Are you doing any follow up service? I called for service about the rotten smell and they came out and checked the water service outside of the house and they said you don't have a problem and they left. Obviously, I had a problem that's why I called them.

Wayne T Forehand
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E-mail: wayne9@att.net

July 25, 2003

Mr. Stephen G. Watford, President
Aloha Utilities Inc.
6915 Perrine Ranch Road
New Port Richey, 34655

Dear Mr. Watford,

First, I thank you and Mr. Porter for your efforts in the Aloha presentation to the Citizens' Advisory Committee Wednesday night.

Second, we further thank you for agreeing to provide to the Aloha Utilities CAC, a copy of:

1. The Aloha Utilities "current business plan"
2. The Aloha Utilities written "customer service plan"
3. And your agreement to allow access to the Aloha facilities for sampling of water as needed for audit purposes.

We will look forward to items 1 and 2 being mailed to CAC members over the next two weeks.

As chairman of the Aloha Utilities Citizens' Advisory Committee, I must confide, however, I am quite disappointed with what I perceived as an intense focus in the Aloha presentation on water rate increases and a continued denial that Aloha has a significantly large number of dissatisfied customers with real problems. Because of the perceived defensive approach to citizens' concerns, it appears that many Aloha customers may have left the meeting with the feeling that Aloha intends to do nothing except raise the water rates, continue the denial of unsatisfactory service and blame all problems on our homes. I believe that Aloha needed to tell the customers that you hear and understand their concerns. You then needed to talk about some of the Aloha pending proposals and solutions to allow focus on the educational process. In short, I feel our meeting was not a step in our progress toward developing a win-win situation for your organization or the customers.

Hopefully, my direct feedback can be considered constructively and in future sessions we will be able to get back on track towards developing a win-win situation.

Wayne Forehand
Chairman, Aloha Utilities Citizens' Advisory Committee

cc: Citizens, Advisory Committee

Wayne T Forehand
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Trinity, FL 34655-4556
Telephone 727-372-2104
E-mail: wayne9@att.net

August 9, 2003

Mr. Stephen G. Watford, President
Aloha Utilities Inc.
6915 Perrine Ranch Road
New Port Richey, 34655
Fax: 372-2677

Dear Mr. Watford,

Members of the Aloha Utilities CAC toured the Dunedin Water plant this past week in our continuing endeavor to educate members about water processing and regulation. Some of the members also have participated in tours of the Pinellas and the Port Richey water operations.

As part of our continuing educational process, I now ask you to provide a tour of the Aloha Water pumping, processing and distribution facilities. It may not be possible to tour all facilities, but perhaps we could focus on operations designated as 8 and 9 and one or two of the larger tank operations you have described to us.

We are further asking that you expedite a reply in-order that we can have the tour completed before our next meeting on August 25th. I look forward to your participation in our endeavor to have the members of the CAC well informed as we try to carry out our responsibilities.

Suggested dates could be August 14, 15, 18, 21 or 22. Please call me at 372-2104 or email to wayne9@att.net with your reply and I will quickly invite the members to the meeting place of your choice.

Thank you,

Wayne Forehand

Wayne Forehand
Chairman - Citizens' Advisory Committee

cc: Lila Jaber, Chairman - Public Service Commission

Aloha Utilities, Inc.

*6915 Perrine Ranch Road
New Port Richey, FL 34655*

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

August 22, 2003

Mr. Wayne Forehand
1216 Arlingbrook Drive
Trinity, FL 34655

RE: Tour of Facilities

Dear Mr. Forehand:

I received your letter requesting a tour of Aloha's water pumping, processing and distribution facilities. For the last several weeks we have been quite busy working on restructuring our rates, reprogramming our billing systems and administering the PSC ordered refunds to our customers. I apologize for the delay in responding to your request but we have been stretched to the limit over the last several weeks.

As you know, we have been working with the citizen's representative, Dr. Levine, in allowing her to do her audit of our system. We have allowed her total access to all facilities, records and data that she has requested. We finally received a copy of Dr. Levine's report today, which contains photos as well as explanations of our facilities. If you would share her report with the members of the CAC, it will show all that there is to see during a tour. Also, in several prior dockets, we have had caravans of representatives from the citizens, your hired experts and a carload of attorneys all visiting our facilities. Also enclosed are some pictures taken by Mr. Bidy, the former expert of the citizen's taken during some of the previous tours and sampling visits that have been performed in the past. Our typical pump-house is about 8' x 8' on the inside, and therefore, it is not really possible to hold large tour groups. I realize you toured the Dunedin Water Plant. I have toured it as well, but their facility is a single large treatment facility that has everything consolidated at one location and many times larger than our facilities. All of our treatment facilities are at discreet locations, scattered all over our service area, as Mr. Porter described at the last CAC meeting. With all of the recent rains and localized flooding we are experiencing it would require a 4-wheel drive vehicle to even get to some of our locations. In fact, if you drive by one of our pump-houses you can see all there really is to see. Inside the building are hazardous materials that we wouldn't want a group of people having access to, for their own safety as well as the safety of the water supply itself. If we end up constructing the

Page 2
Forehand, Wayne

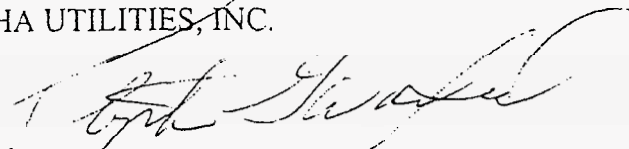
type of facility that is currently envisioned in the PSC's order then certainly tours could accommodate and be informative to the CAC members. We should plan on such a tour once those facilities are completed. The only facility that we currently operate that is even large enough to accommodate a group as large as the CAC is our re-pump facility on Mitchell Ranch Road. We could accommodate a group at that location although it is primarily just a storage and re-pump facility.

Also since September 11th, the access to critical facilities has been greatly curtailed. We presently are at condition "YELLOW" Elevated Level of Terrorism Risk (Significant Risk of Terrorism Attack). The USEPA has given suggested measures for water utilities and at the present threat level recommends careful review of the necessity of any requests for tours, etc. and suggest that they should be severely curtailed. Part of our own Emergency Response plan requires that access to all facilities by non-authorized, non-essential personnel be eliminated at the current threat level.

Again, I apologize for the delay in getting back to you. I hope this also somewhat clarifies our system for you. If you have further questions in regards to this issue, I suggest you discuss them with Dr. Levine, who is very familiar with our system, or please do not hesitate to contact me as well.

Sincerely,

ALOHA UTILITIES, INC.



Stephen G. Watford
President

SW/jlw

Enclosure

admin2/letters/03gencorr/03CAC/forehand info 08-22-03

cc: Lila Jabèr, Chairman - Public Service Commission

Wayne T Forehand
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Trinity, FL 34655-4556
Telephone 727-372-2104
E-mail: wayne9@att.net

August 29, 2003

Commissioner Lila Jaber
Chairman, Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
Fax: 1-800-511-0809

Dear Chairman Jaber,

As Chairman of the Aloha Utilities Citizens' Advisory Committee, first, I want to thank you for making arrangements for Mr. John Williams to speak at our August 25th meeting and explain his views on the regulatory role of the PSC. He answered questions graciously and handled several difficult questions very delicately. He was a very good representative for your organization. Mr. Williams was asked to bring several issues back to you and the PSC staff and we feel that he will capably represent the issues for us. Again, thank you.

Second, I need to inform you that I am continually being disappointed with the lack of cooperation we are getting from Aloha Utilities in our efforts to help develop a win-win situation for Aloha Utilities and their captive customers. I feel the CAC volunteers have been working diligently and we have made great efforts in our educational process on water chemistry and regulation. We are getting many people involved and we continually try to motivate and increase the organization. We clearly have been willing to be fair to Aloha, as I think you can see by our agreements communicated to the PSC through the OPC. At our August meeting, however, several of our members expressed their discouragement to me based on noted lack of cooperation from Aloha. I have personally worked to encourage these members and ask them to be patient along with me. Generally most of the group is running out of patience with Aloha. The following are examples of my concern and disappointment with the Aloha organization:

1. At our July meeting Mr. Watford personally agreed that he would provide the Citizens' Advisory Committee with copies of "The Aloha Business Plan" and copies of the "Employee training plan". Since many of us have business backgrounds, our intent was that we could review them and perhaps offer constructive ideas to help implement further improvements. Aloha has not provided this information and we are still waiting. Aloha did not have representation at our meeting this Monday evening (one month later), when Mr. Williams made his presentation, who could assure us this promised information would be mailed to the CAC members.
2. After the July meeting, our CAC Communications Coordinator contacted the Aloha offices and requested copies of the projection slides used in the Aloha presentation. He called later with a second request for the copies and Aloha has still failed to respond.
3. We wrote a letter asking to tour the facilities of Aloha as part of our educational process to help us better understand the Aloha water operation. Mr. Watford responded in a letter with

a copy to you, denying our request. I was appalled that part of his reason for denial was terrorist threats. In light of the fact that members of the CAC have been welcome visitors at the Dunedin, Pasco and Pinellas water utilities, we find the logic of this denial difficult to understand. Also, in my 33 years of industrial background, a supplier has never once declined my request for a facility tour. Suppliers, who wanted to work with customers, always graciously provided facility tours. It appears that Mr. Watford could have taken much less time and effort to provide the tour than to prepare the elaborate denial letter.

4. The PSC mandate requires that, "The President of Aloha or his designee would attend all Citizens' Advisory Committee meetings." We had assumed that since the CAC is working towards a win-win situation with Aloha management, that the mandate would mean that a member of management would be the designee. We further expected that the designated member of management would be knowledgeable on our current communications with Aloha, contribute to the discussions and he would be prepared to provide answers during the meeting. On August 25th, there were no employees of Aloha (except a secretary) to represent the company. Instead of designated member of management, an Attorney represented Aloha.
5. Aloha has refused to include notification of the Citizens' advisory meeting in their newsletters or other existing publications as required in the mandate from the PSC. I have requested several times that notice of our meetings be included in its monthly bill mailing and it just hasn't been done.
6. As mandated by the PSC, the CAC activities have not been promoted through publication of reports published in Aloha's current newsletters. Further, the Aloha Web site is seldom current. Why would customers frequently go to a web site for information that is over a month old? Through emails and telephone complaints, we have finally been able to encourage an update in the Aloha web site.

Even though Aloha management and their consultant continue saying that the water meets all standards and all black water problems are in our homes, I have continued trying to assure the community that we are going to get water quality improvements with the help of the PSC. In this letter I have shared my personal discouragement with you, and am asking that the PSC step forward and exercise the police power of the state for the protection of the public health, safety and welfare [Florida Statutes 367.011 (3)] here in the Seven Springs area.

Respectfully submitted,

Wayne Forehand

Chairman of Aloha Utilities Citizens' Advisory Committee

cc: Mr. Steve Watford - President of Aloha Utilities
Mr. Steve Burgess - OPC
State Senator Mike Fasano
State Representative Tom Anderson
State Representative Ken Littlefield
Aloha Utilities Citizens' Advisory Committee

Docct Nos. 020896-WS & 010503-WU
Exhibit WTF-7
Page 2 of 2

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.

Wayne T Forehand
1216 Arlinbrook Drive
Trinity, FL 34655-4556
Telephone 727-372-2104

October 3, 2003

Commissioner Lila Jaber
Chairman, Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
Fax: 1-800-511-0809

Dear Chairman Jaber,

As Chairman of the Aloha Utilities Citizens' Advisory Committee (CAC), I submit the following as just one more example showing how Aloha has been uncooperative towards the CAC and Aloha Customers.

I have been asked by several Aloha customers to provide them with copies of the agendas and minutes from our meetings. Rather than the CAC, which is comprised of volunteers starting a mailing list, it was suggested that each of these customers call Aloha and ask to be added to the existing Aloha CAC mailing list.

The PSC Mandate (Docket No. 010503-WU) clearly states, "A CAC mailing list would be developed by members of the CAC and Aloha, and it would continue to evolve as new citizens and interested persons call to get on the mailing list."

Aloha has refused these request and advised customers that they must be a member of the CAC to be on the mailing list. The following are people who have called Aloha asking to be added to the mailing list, but Aloha refused to honor their request:

1. **Bill Coogan** - President of Chelsea Place Homeowners Association.
2. **Vincent Corelli** - Wyndtree resident and the alternate CAC delegate for Ed Wood.
3. **Bill Richards** - Heritage Springs resident in the Wedgwood Village who has had significant expense trying to get rid of his black water problem and has a big concern with corrosion and pinhole leaks.
4. **Mary Ellen Palinkas** - Foxwood resident who had interest in the meeting minutes when she was unable to attend a meeting. She was told by Aloha that that she could go to their web site and read the minutes if she wanted to know what is going on. (CAC minutes and agendas are not on the Aloha web site)

Respectfully submitted,

Wayne Forehand

Chairman of Aloha Utilities Citizens' Advisory Committee

cc: Mr. Steve Burgess - OPC
State Senator Mike Fasano
State Representative Tom Anderson
State Representative Ken Littlefield
Aloha Utilities Citizens' Advisory Committee

WAYNE FOREHAND

From: <CooganFL@aol.com>
To: <wayne9@worldnet.att.net>
Sent: Wednesday, October 01, 2003 1:08 PM
Subject: CAC notes

I called Aloha on Monday and requested to be put on the mailing list for CAC minutes. I spoke w/ Jennifer Wilkowski that the list was for CAC members only.

Bill Coogan

CONFIDENTIALITY NOTICE: This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure, or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

10/18/04

WAYNE FOREHAND

From: "Bill Richards" <wrchar8@tampabay.rr.com>
To: <wayne9@worldnet.att.net>
Sent: Tuesday, September 30, 2003 9:49 AM
Subject: Aloha distribution list

Hi Wayne:

You ran a great meeting last night. Thanks a lot.

I called Aloha this morning, 10/30/03 at about 0945. I was transferred to Jennifer.

She told me that the OPC mandate called for the distribution of the minutes to CAC "members" (she emphasized "members"). She said I was an "attendee" and not a member of the CAC.

Keep it up!!!

Bill Richards

ALOHA UTILITIES LIFT STATIONS

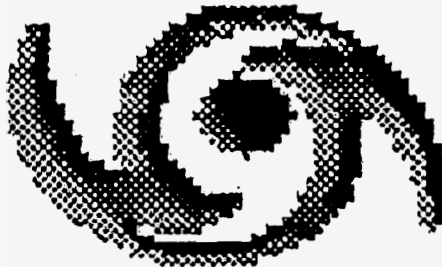
PLEASE CONTACT ALOHA UTILITIES IF EITHER OF THE FOLLOWING SHOULD OCCUR AT A LIFT STATION NEAR YOU:

- If you see a red light going off – There is a minor problem such as a power surge. Service personnel can correct the problem on the next visit or they can double back on the route.
- If you hear a horn going off - Service personnel will be dispatched immediately.

CALL (727) 372-0115

DURING HURRICANE SEASON IF YOU ARE EVACUATING YOUR HOME, PLEASE REMEMBER TO TURN THE VALVE AT YOUR METER OFF.

Exhibit wf12



Making a Rain Barrel

Tools:

- Drill
- 15/16" Drill Bit
- Sabre Saw
(of course, you can use a hand drill & hand saw)

Supplies:

- Plastic Drum (55 gal. best)
- 3/4" Spigot (with male threads)
- PVC Cement
- Caulk

Directions:

Be sure to only use barrels that have carried food products!

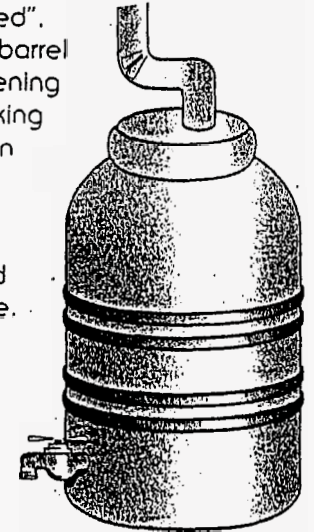
1. Drill 15/16" hole at the first even part of barrel, about 6" to 8" from bottom.
2. Screw 3/4" spigot into hole (should be difficult to screw in spigot)
3. When spigot is about 3/4 of the way in, apply PVC cement to threads and finish tightening.
4. If using a down spout, use a sabre saw to cut a hole in lid to fit spout. After inserting down spout, caulk around the hole.
5. Other options: Cut a hole large enough to catch the water as it drains off the roof (put screen over hole to keep unwanted pests out), or leave lid off.

6. Elevate barrel on 2 cement blocks to allow easy access to the spigot. (If you want more pressure, raise the barrel higher above the ground.)
7. You may want to add a second spigot at the top of the barrel so you can direct the overflow, through a hose, into a specific part of your yard.

Note: Barrels come in many sizes, shapes and colors.

- A 55 gallon barrel will fill up with approximately a 1/2 inch rainfall, depending on the size of your roof.
- White drums seem to disintegrate more quickly in the sun.
- Barrels are either "open" or "closed". The open style barrel has a large opening at the top, making it easier to clean out debris. The closed barrel styles have a flat bottom and are more stable.

This is an example of a rain barrel.



The Southwest Florida Water Management District (District) does not discriminate upon the basis of any individual's disability status. This nondiscrimination policy involves every aspect of the District's functions including one's access to, participation, employment, or treatment in its programs or activities. Anyone requiring reasonable accommodation as provided for in the Americans With Disabilities Act, should contact: 1-800-423-1476 (Florida only), extension 4757; TDD no. only: 1-800-231-6103 (Florida only); fax (352) 754-6883; Suncom 628-4150, Suncom fax 663-6883 or view our web site on the World Wide Web at <http://www.dep.state.fl.us/swfwmd>.

Wayne T Forehand
1216 Arlinbrook Drive
Trinity, FL 34655-4556
Telephone 727-372-2104
E-mail: wayne9@att.net

Docckt Nos. 020896-WS & 010503-WU
Exhibit WTF-13
Page 1 of 2

December 1, 2003

Commissioner Lila Jaber
Chairman, Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
Fax: 1-800-511-0809

Dear Chairman Jaber,

Re: Aloha Utilities

At the October meeting of the CAC, a series of questions were put to Mr. Tom Pound who was in attendance on behalf of Aloha Utility Management. He was very anxious to listen to the customers and be as helpful as he could. He listened to our questions and promised to return the next month with detailed answers. His solicitous manner and obvious desire to be helpful were refreshing and well received. At the November meeting of the CAC we asked Mr. Pound to take the podium and provide the answers that he had promised. His reply was as follows: "**I'm Tom Pound, I'm the Utility Director for Aloha Utilities. To answer your question, my company's position is that my being here is for monitoring reasons only for the company. Any questions that you may have would you please put it in the form of a letter and send it to the company and the company will mail a response to your questions.**" Clearly, this was not Tom Pound talking but the management of Aloha who had instructed him to refrain from being frank and open with us, presumably on pain of losing his job. I feel certain you will agree that such an announcement is not in the spirit of cooperation that the PSC had intended from the attending Aloha representative at CAC meetings. It clearly was not a way to develop a win-win situation with its customers. The 100 plus Aloha customers attending the meeting were absolutely offended and appalled hearing this statement.

Over the past few days, I have been receiving many emails and telephone calls caused by this outrageous approach from Aloha Utility Management who are supposed to be working with us to establish communications with its customers. Many members of the CAC are suggesting we quit trying to work with Aloha. Several others suggest a class action lawsuit and still others suggest we convert the CAC into a "Customers' Action Committee." Aloha customers and CAC members are becoming more frustrated with Aloha's apparent disregard for the efforts of the CAC.

The following is a typical sample of the email I have received from Aloha customers this past week. It is being forwarded to give a flavor of the agitation Aloha has stirred in the community.

To: Wayne Forehand - Chairman Citizens' Advisory committee

I was so frustrated with the Aloha representative's statement last Monday night, I feel we must quickly do more as Aloha "captive customers." Aloha has no intention of doing anything anyone tells them to do. Why should they? Aloha continues to stay in business in spite of mandates (for choice of a better word!) by SWFWMD, PSC, and pleas from customers for better water for umpteen years, rotten press, etc. etc. etc. The CAC offered to work together with Aloha to bring about a "win-win" situation and Aloha has resisted (undermined?) all those efforts.

Aloha has no intention of changing anything they do! They would prefer to fight recommendations to improve their water. Aloha prefers to waste our money by taking up inordinate amounts of the PSC's

(and other government agencies) time by refusing to cooperate. It would be interesting to know how many hours this adds up to and how this relates in dollars. I think the taxpayers would be interested in this figure! Not only are we paying for bad water, we are paying for Aloha to fight all efforts to give us better water! According to SWFWMD, the PSC's role is to "protect the "consumer." I just want you to know that I'm not feeling protected. From my perspective, Aloha enjoys more "protection" from the PSC than the consumer does!

I watched Mr. Pound last night to see his reaction as various comments were made/questions were raised. He took so many notes, he must have had writer's cramp by the end of the night. As a member of the community, I am fully opposed to Mr. Pound or any other Aloha representative attending any future CAC meetings in a "monitor" capacity. We do not need Aloha "monitoring" any plans we might be formulating. However, I could be convinced to change my mind if the CAC received a written statement from Aloha indicating they agree to send a knowledgeable representative to all future meetings who will fully cooperate and respond to all questions asked. In this written statement, Aloha must provide specifics on how they will cooperate. Aloha's performance at the meetings I have attended has been a joke. If you will remember, I made a comment several meetings ago that a request be made to Aloha to send a representative who was knowledgeable with the issues and who could address the questions raised at the CAC meetings. Thus far, I am NOT impressed with the people they have chosen to send. I realize Mr. Pound was only doing what Aloha "management" told him to do/say last night. However, Aloha had a moral and ethical responsibility to advise the CAC in writing immediately following the October meeting that the questions raised (and promised to be answered prior to the next CAC meeting) could not and would not be answered until the CAC put those questions in writing. The CAC could then have complied with Aloha's request. However, that would have required action on Aloha's part! The fact that Aloha did not notify the CAC regarding their new "policy" and waited until last night to state their position is just one more delay tactic on their part. It confirms, once again, that they have no intention of cooperating with the CAC, the community, or anyone else unless and until they are forced to.

I think Aloha customers have been too cooperative and too nice for too long. I really think it is time for all of us to put on our gorilla suits and show them we mean business. After all, "WE ARE MAD AS HELL AND WE'RE NOT GOING TO TAKE IT ANYMORE!"

Sylvia

The CAC volunteers have worked diligently and have made great efforts in establishing the CAC and the educational process on water chemistry and regulation. We have gotten many customers involved and we clearly have been willing to be fair and listen to Aloha.

Is it appropriate for the PSC to contact Aloha and suggest that that Mr. Watford, President of Aloha Utilities, personally meet with the CAC members in an effort to repair this ill will which was created by the Aloha announcement last week? Mr. Watford could use the up-coming meeting on January 12th to openly communicate with the CAC and demonstrate that Aloha can be helpful and supportive to the very discouraged Aloha customers. I will look for a response to this question.

Yours sincerely,

Wayne Forehand

Chairman - Aloha Utilities Citizens' Advisory Committee

cc: Mr. Steve Burgess - OPC
State Senator Mike Fasano
State Representative Tom Anderson
Citizens' Advisory Committee.

Wayne T. Forehand

1216 Artinbrook Drive
Trinity, FL 34655-4556

Telephone 727-372-2104

E-mail: wwwtf@att.net

January 5, 2004

Mr. Stephen G. Watford, President
Aloha Utilities Inc.
6915 Perrine Ranch Road
New Port Richey, 34655
Fax: 372-2677

Dear Mr. Watford,

The next meeting of the Aloha Utilities Citizens' Advisory Committee will be at 6:30 PM on Monday January 12. The meeting will be held in the Boardroom of Morton Plant Mease Trinity Outpatient Center facility.

In addition to the usual business meeting, we plan to sit at the table and review the CAC activities over the past year, based on the recommendations in the PSC Order No. PSC-02--FOF-WU. We will go through each item and document how they have been implemented and where we might focus future efforts.

I believe it would be most appropriate if you will sit at the table with us at this time and participate in the discussion.

Respectfully,

Wayne Forehand

Chairman, Citizens Advisory Committee

cc: Citizens' Advisory Committee Members
Jennifer Wilkowski
Lila Jaber - Chairman Public service Commission

ALOHA UTILITIES CITIZENS' ADVISORY COMMITTEE

JANUARY 12, 2004 MEETING

(Partial transcript from audio tape of meeting)

WF (Wayne Forehand): I think what Ed is saying is that it would have been nice if they had communicated to us because I had questions from some people and as you know, I had to contact the PSC to get some answers about it so that I could understand it and answer the questions. By right, I think it's right on that if Aloha had come and talked to us and explained to us exactly what it was, we could have answered the questions and I wouldn't have had to go to the PSC to get the answers. I think that's fair. Does that sound fair to you Tom?

TP (Tom Pound Aloha Utilities representative): We keep going back to what's your purpose. You're not a regulatory agency, you're not stockholders, but you're customers.

CAC member: We're only customers, right!!! We're only customers!

EW (Ed Wood): The only reason we're customers, and we might as well say it right out, we had no choice in the matter. If we had a choice today, there isn't one customer in the Seven Springs area who would still be doing business with Aloha.

WF: What they are telling us is that we are not stockholders, we're not a regulatory agency and they don't need to work with us and communicate with us. I think that's what I heard.

Wayne Forehand

Mr Steven Watford,
Aloha Utilities,
Perrine Ranch Road
NPR

Dear Mr Watford,

Thank you for the letter that you sent me in reply to the written enquiry forwarded to you about the relationship of the "lowest level of Chlorine residual at remote point" in the distribution system as reported to the FDEP as part of your MOR.

Unfortunately, the reply was not sufficiently clear to the members of the CAC and we sought clarification from Mr Tom Pound your designee at the January 12,2004 meeting of the CAC. He suggested that we seek clarification by another written enquiry.

So here it is. The DEP did its own sampling of the Aloha distribution system between 5/30/2002 and 9/13/2002 and recorded the chlorine residuals as shown in the attached letter dated October 28, 2002 from Mr Gerald Foster of the Tampa Office of the DEP.

As you will notice 6 out of the 25 readings show values at or below 0.25mg of free chlorine per liter of distributed water with a range of readings from 0.21 –1.85mg/l. Our previous enquiry was related to the fact that the readings submitted by Aloha to the FDEP has never showed readings of free chlorine residuals skirting the minimum required by FDEP. We know from the readings taken by your operators who flush the fire hydrants that very low readings of chlorine levels (much lower than the readings you report to FDEP) are frequently noted prior to the flushing of the hydrants.

CAC wanted a clear explanation of this discrepancy. We understand that if the levels reported to the FDEP by Aloha are not the readings taken by those who are responsible for the flushing program, we would not expect to see such low readings in your MOR.

The question that the CAC raised was whether the readings taken by the flushing crew were not more appropriate readings to report to the FDEP as the lowest free chlorine residuals in the distribution system, because they more accurately report the state of affairs because of their fixed relationship to the flushing program. Our concern was that reporting readings obtained by your "operations personnel" may be less representative of the lowest levels of free chlorine because of their unpredictable relationship to the flushing event, after which the level of chlorine residual is raised to close to 1.0mg/L.

We hope we have restated our concern in greater detail and that you can give us a more direct reply to answer our concerns. We are seeking to find the scientific reason why bacterial colonization of domestic plumbing occurs. The hypothesis that Aloha and its consulting engineer

has put forward as the explanation for black water and rotten egg smell in the domestic plumbing remains merely a hypothesis till it can be documented by independent scientific analysis as indeed the **incontrovertible fact**.

In the **absence** of Aloha providing such evidence, that hypothesis along with the concern of the customers that there is some deficiency in Aloha's processing methodology or inadequacy of facilities must remain subject to the same scientific scrutiny.

The customers of Aloha and the CAC have always been willing to abide by the findings of an independent audit as to what the real facts are. CAC would also like Aloha to express its willingness to abide by the findings of the audit as to the cause of black water and rotten-egg smell in the domestic plumbing. That will put an end to finger pointing and result in an appropriate solution to the problems that have been facing the customers of Aloha.

It is sad that the customers of Aloha have been forced into accepting the burden of finding an effective solution to their complaints. ***It was the responsibility of Aloha and the regulatory agencies to have provided it.*** Now that the customers have accepted that burden, they intend to travel along whatever paths are necessary to achieve that end.

Yours sincerely,

Wayne Forehand

Wayne T Forehand
1216 Arlinbrook Drive
Trinity, FL 34655-4556
Telephone 727-372-2104
E-mail: wwwtf@att.net

January 14, 2003

Senior Attorney Lorena Holley
Chairman, Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
Fax: 1-800-511-0809

Dear Ms. Holley,

Re: Aloha Utilities

Thank you for your December 18th response to our inquiry. You advised, "It is staff's sincere hope that the CAC and Aloha Utilities will continue to work together to further the communications link between the two groups". To help meet your expectations, the CAC wrote the attached letter to Mr. Watford (Attachment I) advising that we planned to sit at the table and review the CAC activities over the past year. We stated that, we believe it would be most appropriate if he would sit at the table with us at this time and participate in the discussion. The CAC decided that it would be an appropriate tool of management for the committee to evaluate its function and to determine whether it has met the mandate given to it by the PSC.

It appears that Aloha perhaps has an entirely different expectation of what the CAC activities should be. However, in view of the fact that the First District Court of Appeals has sustained the authority of PSC to issue the Orders of April 2002, the CAC felt that it should work with Aloha to improve quality of service and product. It is regrettable that the efforts of CAC seem to have failed in a large measure because of the unwillingness of Aloha to respond meaningfully and in good faith to establish a creative and remedial dialogue.

The CAC went through each of the 29 points, one at a time as summarized in Attachment II. The CAC members expressed their disappointment with lack of Aloha's participation and its refusal to answer questions unless they are submitted in writing.

We believe this summary will show that the CAC volunteers have worked diligently and have made great efforts in establishing the CAC, implementing recommendations of the PSC order and coordinating the educational process on water chemistry and regulation. We have gotten many customers involved and we clearly have been willing to be fair and listen to Aloha.

At this time I ask, is it appropriate for the PSC to contact Aloha and suggest that Mr. Watford initiate efforts to repair this ill will with the it's customers and begin to demonstrate that Aloha

Yours sincerely,

Wayne Forehand

Chairman - Aloha Utilities Citizens' Advisory Committee

Attachments (2)

cc: Braulio Baez - Chairman PSC
Tim Devlin - Director of Division of Economic Regulation
Mr. Steve Burgess - OPC
State Senator Mike Fasano
State Representative Tom Anderson
Citizens' Advisory Committee.

ATTACHMENT II

PSC Order No. PSC-02-0593-FOF-WU

Item. 4. Citizens' Advisory Committee (CAC)

The following are the 29 points noted in item 4 followed by comments from the 1-12-2004 CAC meeting indicating what has and what has not been accomplished.

1. Aloha shall form a Citizens' Advisory Committee.
 - *In March 2003 the CAC was organized and interim officers elected*
2. The Committee would be comprised of 15-20 citizens representing a cross section of individual customers and various homeowners associations.
 - *The CAC is comprised of 15 members representing various associations.*
3. Members would probably serve a two-year term
 - *The CAC bylaws establish a two year term*
4. The CAC would be formed to assist Aloha in making critical decisions that impact the level of service that impact the community
 - ⊙ *Has not been possible to implement this due to lack of support from Aloha to deal with issues related to customers' complaints and continued unwillingness of Aloha to admit that a problem exists.*
 - ⊙ *Aloha continues to insist the water is 'clean, clear and safe' and refuses to address the problem on a scientific basis.*
 - ⊙ *In July, Aloha management advised they would allow the second phase of the water quality audit but then the sampling was delayed for several months. Now 7 months later the audit is still not complete.*
5. The group would research, study and discuss specific issues with both short and long term implications, forwarding their recommendations to Aloha.
 - ⊙ *The CAC has diligently recruited experts in water chemistry, provided opportunities for Aloha, FDEP, FPSC, SWFWMD to discuss issues with customers, but has had little success in getting relevant information or cooperation from Aloha.*
 - ⊙ *Aloha refused to allow the CAC members to tour and see first hand the Aloha water processing operation.*
 - ⊙ *A number of recommendations were made in the first phase of the audit report by Dr Levine but Aloha's consulting Engineer has advised CAC that Aloha will not be implementing any of them in the short term*
6. The President of Aloha or his designate would attend all meetings.
 - ⊙ *Yes, the President or an Aloha designate has been at each meeting but CAC was advised that **he is only there to "monitor"** the CAC activity, not to answer questions nor participate in constructive discussion. All questions asked of Aloha and clarifications needed must be undertaken in writing, according to Aloha representative and this has significantly impaired ability to conduct meaningful discussions.*
 - ⊙ *The CAC has explained that the Aloha's written answers are often not clear and appear to avoid the questions asked and clarification is necessary. We feel certain that this mode of dialogue does not meet the expectations of the PSC.*
7. Any Aloha customer could attend or contact a CAC member to pass along any concerns, questions or comments.
 - *This has been done and sometimes the customers' complaints have been expressed with great enthusiasm and concern that effective solutions have not been sought by Aloha*
8. Notification of the advisory committee meetings would be made in Aloha's existing newsletter and other publications.

18. Both a chairman and a vice-chairman would be elected by a majority vote of the CAC members with a quorum present.

- *This was done in April 2003*

19. The Executive Secretary of the CAC would be a designated Aloha staff person.

- *Yes, this was done*

20. The Executive Secretary would be responsible for recording the minutes of all CAC meetings, transmitting notices and agendas to the membership, and would transmit a copy of the minutes of each CAC meeting, prior to the next regular meeting.

- *Yes, this is done*

21. The Executive Secretary would also insure that consensus, majority, and dissenting views on all matters and issues were recorded, and upon request, were reported.

- *The CAC consensus is that the meeting summaries are sanitized by Aloha management and are not adequate. Hence the CAC now considers auditory tape recordings as part of the minutes of each meeting*

22. He or she would assist the task forces as needed.

- ⊙ *The CAC asked that Aloha add to the mailing list, new citizens and interested persons who call to get on the mailing list. Aloha refused.*

23. Robert's Rules of order Newly revised would be the parliamentary authority for conduct of the meetings, except where it may conflict with the bylaws to be adopted by the CAC.

- *Meetings have been established and conducted on the basis of Robert's Rules of order.*

24. The CAC would adopt some guiding "principles" for conduct and actions at all future meetings.

- *Guiding principles are documented in the CAC bylaws*

25. At the initial meeting, the CAC could begin formulating its mission statement as well as goals and objectives.

- *The mission statement and goals and objectives were prepared and approved at the second meeting of the CAC in April 2003*

26. At the first meeting the CAC and Aloha could place on the record items that each party considers appropriate for the advisory committee to discuss.

- ⊙ *This has not been done. The CAC did suggest to Mr. Watford in a letter last July that perhaps he would discuss with the CAC his expectations and what he would like to see the CAC do.*
- ⊙ *Aloha has continued to deny a PSC mandated participatory role in meeting discussions and claim to be present only to monitor the CAC meetings. This approach by Aloha does not meet the expectation of the CAC and we feel it does not meet the expectations of the PSC either.*
- ⊙ *CAC expected that Aloha would come to our meetings and inform the CAC about the rate increase notice about to be mailed out before the customers receive the mailing and before the customers ask CAC members if the increase is legitimate. CAC expected that Aloha would have shared the information about the plan that Aloha has submitted to the PSC to address water quality concerns. Even on January 12, 2004 when CAC asked Aloha representative to inform the CAC about the plan submitted to the PSC, it was told to put the request in writing.*

27. The CAC could designate sub committees to study issues of concern and present recommendations to the full CAC.

- *The sub-committee to compare home water systems prepared an excellent report, which was provided to Aloha customers at the meetings and others upon request.*

28. Task forces could also be appointed to study or deal with issues that are generally of short duration and very specific in responsibility.

- *A task force subcommittee was established to study and better understand home water systems. Various members have taken on other projects such as to answer customers' questions about responsibilities for fire hydrant flushing, whether the rate increase is legitimate, etc.*

29. Statement from the PSC: We find that the formation of the CAC will improve communications between the utility and its customers, and thus improve customer service.

- *Communications improvements expected by CAC and PSC clearly have not materialized*
- *Aloha said since the CAC is not a regulatory agency and its members are not stockholders, it does not have to work with the PSC mandated CAC.*
- *Aloha has accused the CAC of "politicizing" the issues and of discussing of deletion of territory. The CAC does not consider discussion of customers' problems "politicization" of discussions. The CAC has carefully avoided discussion of deletion of territory at its meeting and it has never been a part of its meeting agenda.*

CONCLUSION: The consensus of the CAC is that its efforts to work with Aloha have been a dismal failure because of Aloha's poor cooperation and complete denial of any problems with need for improvement. But CAC will continue to meet if the PSC perceives that there it serves a useful function.

Aloha Utilities, Inc. Citizens' Advisory Committee
Minutes of Meeting
January 12, 2004

The Aloha Utilities, Inc. Citizens' Advisory Committee held a special meeting at Morton Plant Mease Trinity Outpatient Center.

1. Call to Order

Wayne Forehand called the meeting to Order at 6:30 p.m.

2. Minutes

The minutes of the November 24th meeting were read by the Executive Secretary. Ed Wood requested a change under item number 5 to include that Tom Pound is at the meetings for monitoring purposes. With no objections, Wayne Forehand said the minutes stand with the one correction.

3. Order of Business

- Treasurer's Report by Glen Van Doren, balance on hand is \$111.56.
- Wayne Forehand read letter received from Senior Attorney, Lorena Holley of the PSC regarding to the change of the Commission's Chairman.
- Report from the Executive Committee by Wayne Forehand
 - The Executive Committee has accepted the resignation of the Vice-Chairman, Terry Stoermer.
 - The Executive Committee recommended that John Andrews be the replacement for Vice-Chairman and Charlie Johnson fill the open position on the CAC.
 - Glen Van Doren made a motion to accept the Executive Committee's recommendation for John Andrews to be the Vice-Chairman and to appoint Charlie Johnson to fill the open CAC position. The motion was seconded and received a unanimous vote.
- **Unfinished Business:**
 - Discussions on Aloha's response to letter submitted by Wayne. The CAC is looking for further clarification on some issues addressed in that letter. They were requested to clarify their requests and submit for response.
- **New Business:**

- The CAC discussed Aloha Utilities, Inc's response to motion to remove docket from state of abeyance on Docket No. 020896-WS, dated December 12, 2003.
- The CAC members reviewed and discussed in depth 29 items from PSC's Order No. PSC-02-0593-FOF-WU, Item 4. Citizens' Advisory Committee (CAC) to note the status of each of the requirements of the CAC. Abe Kurien moved that the findings on these 29 points be forwarded to the PSC. The motion was seconded and passed by a unanimous vote.
- The floor was opened to the public for questions and discussions.

4. Next Meeting

The next meeting will be held on Monday, January 26, 2004, beginning at 6:30 p.m. at Trinity College in the up-stairs Library Meeting Room.

5. Meeting Closure

Meeting was adjourned at 8:14 p.m.

Wayne T. Forehand

1216 Arlinbrook Drive
Trinity, FL 34655-4556

Telephone 727-372-2104

E-mail: wwwtff@att.net

January 26, 2004

Docket Nos. 020896-WS & 010503-WU
Exhibit WTF-19
Page 1 of 1

Jennifer Wilkowski
Aloha Utilities Inc.
6915 Perrine Ranch Road
New Port Richey, 34655
Fax: 372-2677

Dear Ms. Wilkowski,

We find that the Meeting minutes from the 1-12-2004 Aloha Utilities Citizens' Advisory Meeting are unsatisfactory because they do not meet the guidelines for minutes of the CAC meetings as recommended by the PSC. They do not record items, which the chairman and CAC members had asked to be specifically included and therefore do not meet the PSC mandate referenced as item #21 in our discussion. That item is quoted and the discussion that followed was transcribed as: "21. The Executive Secretary would also insure that consensus, majority, and dissenting views on all matters and issues were recorded, and upon request, were reported. WF: Any comment? AK: I think it's appropriate to ask Jennifer if the particular way in which she writes the minutes is her style or a style that was recommended to her by the Aloha management. WF: Would you care to answer that Jennifer? Jennifer: Everything has to be approved from somebody higher up than me."

I find that the minute that states that, "The CAC discussed Aloha Utilities, Inc. response to motion to remove docket from state of abeyance on Docket No. 020896-WS dated December 12, 2003" is extremely misleading. The discussion was specifically about the Aloha plan submitted to the PSC and suggested that it would seem reasonable that Aloha would want to share with the Citizens' Advisory Committee this information. Aloha designee Mr. Tom Pound refused to share any information and said, "No, submit something in writing."

I would like the Executive Secretary to rewrite the minutes as per the PSC mandate and submit it for approval at the next CAC meeting.

I look forward to Aloha's cooperation in this matter.

Thank you,

Wayne Forehand

Chairman - Aloha Utilities Citizens' Advisory Committee

cc: State Senator Mike Fasano
Braulio Baez - Chairman - Public Service Commission
Steve Burgess - OPC
Citizens' Advisory Committee Members

Aloha Utilities, Inc.

6915 Perrine Ranch Road
New Port Richey, FL 34655

(727) 372-0115 Fax (727) 372-2677
www.aloha-water.com

February 13, 2004

Mr. Wayne Forehand
1216 Arlinbrook Drive
Trinity, FL 34655

Dear Mr. Forehand:

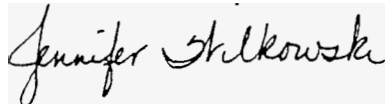
In response to your letter dated January 26, 2004, the minutes for the CAC meetings are prepared according to Robert's Rules of Order. In Robert's Rules of Order Newly Revised 10th Edition, Chapter XV, Section 48, on page 451, in regards to the minutes, it clearly states that "they should contain mainly a record of what was *done* at the meeting, not what was *said* by the members." We have always complied with this requirement and recorded all motions made and the votes taken on them. This information has been reflected in the minutes prepared and submitted to the CAC. Therefore the minutes that were provided should be sufficient for the records. In the event of an error in the minutes, upon review of the recordings, the minutes would be appropriately modified.

The following actions by the CAC have provided a means for CAC member requests above and beyond what are provided in the minutes according to Robert's Rules of Order.

- 1) According to the CAC bylaws, Article V, Section 2. "Meeting Minutes: A non-voting recording secretary will be provided by the CAC for its own needs."
- 2) During the October 27, 2003 meeting, the CAC appointed an archivist.
- 3) During the October 27, 2003 meeting, the CAC passed a motion that states in part "all written and audiovisual material; and all audio recording of a meeting will be considered included and part of the meeting minutes when approved thereby becoming part of the record of a meeting."

Should you have any further questions, please contact our office.

Sincerely



Jennifer Wilkowski
CAC Executive Secretary

/j/w

cc: State Senator Mike Fasano
Braulio Baez – Chairman – Public Service Commission
Steve Burgess – OPC
Citizens' Advisory Committee Members

Wayne T. Forehand

1216 Arlinbrook Drive
Trinity, FL 34655-4556

Telephone 727-372-2104

E-mail: wwwtf@att.net

February 16, 2004

Jennifer Wilkowski
Aloha Utilities Inc.
6915 Perrine Ranch Road
New Port Richey, 34655
Fax: 372-2677

Docket Nos. 020896-WS & 010503-WU
Exhibit WTF-21
Page 1 of 1

Dear Ms. Wilkowski,

Refer to your letter dated Jan 26, 2004 relative to the Aloha Utilities Citizens' Advisory Committee meeting minutes. As you recall, before the January 12 meeting, the CAC sent a letter to Mr. Watford advising that, *"we plan to sit at the table and review the CAC activities over the past year, based on the recommendations in the PSC Order No. PSC-02--FOF-WU. We will go through each item and document how they have been implemented and where we might focus future efforts."* We suggested that it would be most appropriate if he will sit at the table with us at this time and participate in the discussion. Mr. Watford chose to send a designee, Mr. Tom Pound.

During the meeting there were a number of key discussions which depicted poor cooperation from Aloha Utilities. The minutes of that meeting do not include these items, which the chairman and CAC members had asked to be specifically included in the written minutes. Also, I find that you chose to artfully include in the minutes, a statement, "The CAC discussed Aloha Utilities, Inc's response to motion to remove docket from state of abeyance on Docket No. 020896-WS dated December 12, 2003" which appears extremely misleading. The discussion was specifically about the Aloha plan submitted to the PSC and suggested that, in a spirit of cooperation, it would seem reasonable that Aloha would want to share with the Citizens' Advisory Committee this information. Aloha designee, Mr. Tom Pound, refused to share any information and said, *"No, submit something in writing."*

I again am asking the Executive Secretary to rewrite the minutes of the 1-12-04 meeting based on the recommendations in the PSC Order No. PSC-02--FOF-WU and submit them for approval at the next CAC meeting.

Yes, we understand that, "everything has to be approved from somebody higher up" and we now are asking, please do not make this another example of Aloha not cooperating with its customers.

Thank you,

Wayne Forehand

Chairman - Aloha Utilities Citizens' Advisory Committee

cc: State Senator Mike Fasano
Braulio Baez - Chairman - Public Service Commission
Steve Burgess - OPC
Citizens' Advisory Committee Members

STATE OF FLORIDA

COMMISSIONERS:
BRAULIO L. BAEZ, CHAIRMAN
J. TERRY DEASON
T H A T A R F E R
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON



OFFICE OF THE GENERAL COUNSEL
RICHARD D. MELSON
GENERAL COUNSEL
(850) 413-6199

Public Service Commission

January 23, 2004

Mr. Stephen G. Watford, President
Aloha Utilities, Inc.
6915 Perrine Ranch Road
New Port Richey, FL 34655

RE: Docket No. 010503-WU - Application for increase in water rates for Seven Springs System in Pasco County by Aloha Utilities, Inc.

Dear Mr. Watford:

Through the attached letter from Wayne Forehand, dated January 14, 2004, it is Commission staff's understanding that a request was made by the Aloha Utilities Citizens' Advisory Committee (CAC), that you attend a meeting for the purpose of discussing and reviewing the CAC activities over the past year. Mr. Forehand's letter goes on to ask whether it would be appropriate for the Commission to contact Aloha and suggest that you initiate efforts to repair the "ill will" with the customers, and "begin to demonstrate that Aloha can be helpful and supportive to the very discouraged CAC members and Aloha customers."

While it is unclear from Mr. Forehand's letter whether you accepted or declined the CAC's invitation, it is staff's sincere hope that you would be willing to sit down with the CAC to discuss the events of the past year. In its Final Order creating the CAC, the Commission specifically stated that the primary purpose of the Aloha CAC would be to serve as a special communication link between Aloha customers and the utility. It is clear that the members of the CAC are attempting to further the communication link by inviting you to sit down with them to discuss the events of the past year, and we would hope that you too share that same interest. To that end, we strongly encourage you to accept the CAC's invitation to participate in a discussion of their activities over the past year.

Sincerely,

A handwritten signature in black ink, appearing to read "Richard D. Melson".

Richard D. Melson
General Counsel

Enclosure

cc: Docket No. 010503-WU - All Parties of Record
The Honorable Mike Fasano
The Honorable Tom Anderson
~~Wayne Forehand~~ Chairman of the Aloha Utilities Customers' Advisory Committee
Division of Consumer Affairs (DeMello)
Division of Economic Regulation (Devlin, Willis)

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PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Wayne T. Forehand

1216 Arlinbrook Drive
Trinity, FL 34655-4556

Telephone 727-372-2104
waync9@att.net

E-mail:

April 30, 2004

Mr. Stephen G. Watford, President
Aloha Utilities Inc.
6915 Perrine Ranch Road
New Port Richey, 34655
Fax: 372-2677

Dear Mr. Watford,

We have received your letter of April 29th informing us that you are refusing to attend our Citizen's Advisory Committee Meeting on May 6th per our invitation to you on April 19th. We are extremely displeased, and quite frankly confused, about Aloha's reluctance to discuss details with your customers on Aloha's proposal to the PSC that it install a H₂O₂ process.

You have made it clear that your experts are available the week of May 3rd. Your excuse to us is that "our" consultant, Dr. Audrey Levine, is not available to you on May 6th. With all respect, Mr. Watford, we are interested in what Aloha has to say about your proposed new process and the expected configuration and cost of such an installation. Dr. Levine was retained by the OPC to conduct an audit, which she has attempted to do. She has also made several suggestions. However we must point out that she was never retained by the OPC to explain or defend your choices. Now that you have selected a course of action, we are ready to hear why you have made this selection among all options and what the implications are for your choice. Aloha, not Dr. Levine, has put a proposal on the table to the PSC. It is now only Aloha's rationale that is of interest to us. The only reason Dr. Levine should be required at this CAC meeting is if she has been retained by Aloha and is the only expertise you possess. Additionally, your expert, Mr. Porter, has prepared a cost estimate based on a process of your design. We would like to see and understand this process and the associated costs.

The Citizen's Advisory Committee (15 members) is requesting that you meet with us and any other interested customers and not "a few persons of the CAC" as you have insisted. It is not appropriate for just a few of us to hear about your choices. Nothing is to be gained by limiting the information to just "a few persons of the CAC". Since you "..... believe discussing the treatment alternatives with the customers is an important step in moving forward with finalization of these water treatment improvements" we suggest that you do just that and meet with the customers on May 6th when the CAC has arranged, with some significant difficulty, to have ourselves and interested customers ready to listen.

If in the future, more technically oriented citizens of the Seven Springs area wish to meet to hear more in-depth technical presentations from Aloha we are not opposed to that. However, those individuals do not speak for, nor represent, nor make decisions for the

CAC and as such those discussions are not a prerequisite for Aloha's presentation to the CAC.

Your affirmative response to this request is expected.

Wayne Forehand

Chairman, Aloha Utilities Inc., Citizens' Advisory Committee

Cc: Braulio Baez - Chairman - Public service Commission
Office of Public Counsel - Steve Burgess
State Senator Mike Fasano
State Representative Tom Anderson
State Representative Ken Littlefield

Subj: **5-6-04 Aloha Utilities CAC meeting**
Date: Friday, May 7, 2004 3:38:04 PM
From: wwwtf@worldnet.att.net
To: bbaez@psc.state.fl.us
cc: commissioners@pascocountyfl.net,
anderson.tom@myfloridahouse.com, burgess.steve@leg.state.fl.us,
FASANO.MIKE.S11@flsenate.gov,
littlefield.ken@myfloridahouse.com, RMelson@PSC.STATE.FL.US
bcc:

Chairman Baez,

Two days ago, I emailed Mr. Watford about contradictory statements in the press and in letters sent to the CAC, the two statements appeared as opposites. I clearly explained that his continuing barrage of lengthy, legalistic letters to me and the contradictory news releases have the Aloha customers and me confused about what Aloha is or is not proposing. It appeared necessary for him to attend the Citizens Advisory meeting, talk with the customers and tell us what he really meant to be saying and then get customer input at this meeting. This would be his opportunity.

This meeting could have been a wonderful opportunity for Mr. Watford to clear the air in this confusion he has created and to talk to the customers and work with us on setting convenient dates for future productive meetings. Instead, an employee of Aloha was sent with a prepared press release, which he read. As has been the Aloha practice, they attended only to monitor what the CAC is doing. In the past they have clearly stated that they attend the meetings only to monitor, not to communicate.

We adjourned the meeting early, excused Aloha and held a meeting of the community attendees (approximately 70) comprised primarily of the petitioners for deletion of territory from Aloha Utilities. This group clearly understands what is necessary to get better water for Aloha customers and to get a water company with responsive management.

The press release, which I'm sure you received, included a statement that the CAC chairman "did not respond." You and I both know differently as I have copied you each of my responses. In fact, I expect that about now, you are

tired of receiving all of Mr. Watford's letters and my responses. I am sure tired of answering the endless parade of letters.

We are sure this is not what the PSC Chairman intended when he said in Tallahassee a few weeks ago, "a new day begins and Aloha and the customers will work together."

We are elected volunteers under a mandate from the PSC and have earnestly carried our part of the communications process in an attempt to help Aloha Utilities. We did not schedule another CAC meeting and will look forward to suggestions from the PSC before we do.

From: Wayne Forehand - Chairman, Aloha Utilities Citizens' Advisory Committee!

----- Headers -----
Return-Path: <wwwtf@worldnet.att.net>
Received: from rly-xk02.mx.aol.com (rly-xk02.mail.aol.com [172.20.83.39]) by air-xk04.mail.aol.com (v98.19) with ESMTP id MAILINXK42-579409be585130; Fri, 07 May 2004 15:38:03 -0400
Received: from mtiwmhc13.worldnet.att.net (mtiwmhc13.worldnet.att.net [204.127.131.117]) by rly-xk02.mx.aol.com (v98.5) with ESMTP id MAILRELAYINXK21-579409be585130; Fri, 07 May 2004 15:37:41 -0400
Received: from computer (222.tampa-bay-31-33rs.fl.dial-access.att.net[12.77.224.222]) by worldnet.att.net (mtiwmhc13) with SMTP id <2004050719372411300c1n1ae>; Fri, 7 May 2004 19:37:38 +0000
Message-ID: <008301c4346a\$a6eacd00\$dee04d0c@computer>
From: "Wayne Forehand" <wwwtf@worldnet.att.net>
To: "Braulio Baez PSC Chairman" <bbaez@psc.state.fl.us>
Cc: "County Commissioner" <commissioners@pascocountyfl.net>, "Tom Anderson" <anderson.tom@myfloridahouse.com>, "Steve Burgess" <burgess.steve@leg.state.fl.us>, "Mike Fasano" <FASANO.MIKE.S11@flsenate.gov>, "Ken Littlefield" <littlefield.ken@myfloridahouse.com>, "Rick Melson PSC Sr Attorney" <RMelson@PSC.STATE.FL.US>
Subject: 5-6-04 Aloha Utilities CAC meeting
Date: Fri, 7 May 2004 15:36:38 -0400
MIME-Version: 1.0
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boundary="-----_NextPart_000_007E_01C43449.16314080"
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X-MSMail-Priority: Normal
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X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2800.1409
X-AOL-IP: 204.127.131.117
X-AOL-SCOLL-SCORE: 0:XXX:XX
X-AOL-SCOLL-URL_COUNT: 0

V. Abraham Kurien, M.D.
1822 Orchardgrove Avenue,
NEW PORT RICHEY FL 34655

Mr. Steven Watford,
President, Aloha Utilities
6915 Perrine Ranch Road,
NEW PORT RICHEY, FL 34655

February 24, 2004

Dear Mr. Watford,

At the customers' meeting after the CAC session yesterday, the customers decided that they are willing to meet with you and Dr Levine to discuss her report and recommendations. The customers will send a team of three individuals with Dr John H. Gaul, Ph. D as its leader. Dr Gaul's doctorate is in Chemistry and he is well versed on water chemistry. Dr Kurien who understands bacteriology and Mr. Dick Wiltsey with a background in engineering will form the rest of the team.

The customers are assuming that underground water with low oxygen content, anerobic bacteria and high hydrogen sulfide content cannot be processed to a degree that is not corrosive with chlorination alone, because that process produces elemental sulfur which provides a nidus for anerobic SRB. The corrosion inhibitor that you add, while it meets the lead and copper rule, does not in practice protect the copper pipes from greater corrosion and therefore creates a higher level of copper in water during stagnation periods of more than six hours, a normal period in domestic circumstances.

To protect customers' pipes from corrosion and to prevent them from drinking water that has high copper content, it is necessary to reduce copper corrosion further. Theoretically this may be best achieved with increased oxygen content in distributed water, as Dr Levine suggests in her report, which would be more effective than chlorine in providing bacteriostasis of SRB and thereby reducing corrosion, if its presence is responsible for re-formation of hydrogen sulfide in the distribution system and domestic plumbing as your consulting engineer has proposed.

Therefore, the customers' team is willing to discuss the effectiveness of hydrogen peroxide as an additive to your present methodology as a way towards reducing the incidence of black water and rotten-egg smell.

Since Dr Gaul is available only on Thursdays, I would request you to arrange the meeting that you have proposed on a Thursday at your earliest convenience.

The customers also wanted me to notify you that such a meeting does not vacate their desire to proceed to the PSC hearing on April 8th at which they will present arguments for

deletion of territory as the best option to improve the quality of water at reasonable cost and to obtain for themselves a potable water provider who is more customer oriented.

While this stance of the customers might seem to be contradictory to you, it is their opinion that not to maintain this condition as the backdrop for their willingness to discuss the issues with you would be an inappropriate surrender of their needs at the present time.

I hope you will find this offer of the customers' willingness to discuss Dr Levine's report with you a step that might resolve outstanding issues between themselves and you as their present potable water provider.

The customers look forward to hearing from you.

Yours sincerely,

V. Abraham Kurien, M.D.
Committee For Better Water NOW!

E-c Atty Richard D. Melson, PSC
Atty Steve Burgess, OPC
Members of Committee for Better Water NOW!

July 15, 2004

Mr. Stephen G. Watford, President
Aloha Utilities Inc.
6915 Perrine Ranch Road
New Port Richey, 34655
Fax: 372-2677

Dear Mr. Watford,

On Thursday April 8, 2004, I personally talked to you advising that the emergency warning light was flashing on the Arlinbrook Drive sewage lift station. At that time, I also explained that this emergency signal had also been reported on the previous weekend and this malfunction has been a regular occurrence.

We also continue to have the intermittent offensive odor problems at this station, which we have frequently complained about over the past 10 years. In the past, when the streets flood with lift station sewage over flow, it is not a pleasant experience.

During recent weeks I have reported 3 more times these emergency malfunctions to your company.

These three recent emergency calls were made on:

- 5-30-04 at 7:20 PM
- 6-13-04 at 3:30 PM
- 7-6-04 at 4:45 PM

This emergency light is a signal of a malfunction in the sewage lift station. It appears that a preventative maintenance program and frequent monitoring of this lift station is required by Aloha Utilities.

I hate to keep complaining to you, but it appears that our problems with Aloha Utilities never get solved. Accordingly, I am also notifying the Health Department offices about this matter, because of concerns about the illness risk involved.

Respectfully,

Wayne Forehand

Cc: Department of Health and Human Services
PSC Commissioners
Senator Mike Fasano
Representative Tom Anderson
Representative Heather Fiorentino
OPC Deputy Counsel Steve Burgess
OPC General Counsel Harold McLean
County Commissioner Ann Hildebrand

WAYNE FOREHAND

From: <administration@aloha-water.com>
To: "WAYNE FOREHAND" <wayneforehand@verizon.net>
Cc: "GIORDANO.GREGORY.S11" <GIORDANO.GREGORY.S11@flsenate.gov>; "WAYNE FOREHAND" <wayneforehand@verizon.net>; "Tim Devlin PSC" <tdevlin@psc.state.fl.us>; "Rosanne Gervasi PSC Staff" <RGervasi@psc.state.fl.us>; "Marshall Willis PSC Staff" <MWillis@psc.state.fl.us>; "John Williams PSC Staff" <jwilliam@psc.state.fl.us>; "Lila Jaber PSC Commissioner" <ljaber@PSC.state.fl.us>; "Terry Deason PSC Commissioner" <TDeason@psc.state.fl.us>; "Rudy Bradley PSC Commissioner" <RBradley@psc.state.fl.us>; "Charles Davidson PSC Commissioner" <CDavidson@psc.state.fl.us>; "BURGESS.STEVE" <BURGESS.STEVE@leg.state.fl.us>; "FIorentino.Heather" <FIorentino.Heather@myfloridahouse.com>; "FASANO.MIKE.S11" <FASANO.MIKE.S11@flsenate.gov>; "ANDERSON.TOM" <ANDERSON.TOM@myfloridahouse.com>; "MCLEAN.HAROLD" <MCLEAN.HAROLD@leg.state.fl.us>
Sent: Friday, July 16, 2004 10:55 AM
Subject: Re: ALOHA UTILITIES

Mr. Forehand,

As I explained to you previously, the light on the panel box is an informational light. It is designed to alert the operator on his next visit that something occurred that he should know about since his last visit. We have sent operators out this morning to check the station and it is fine. The most common cause for the flashing light, especially this time of the year, is a phase shift/loss in the power supply. During thunderstorm season we frequently get those warnings. All it takes is a flicker of the power supply to trigger the notification. The system is operating as it was designed to operate. If in fact, there is an operational problem with a lift station that needs immediate attention a warning buzzer/horn will sound. As I told you before, if that occurs you should call our emergency service. The lift stations are all regularly checked and any informational notifications will be cleared by the operator at that time.

We are once again having the stations checked for any unusual odor conditions, however, we have deoderant blocks installed at all stations and check them regularly.

Hopefully this information will put your mind at ease,

Steve Watford
President
Aloha Utilities, Inc.

Quoting WAYNE FOREHAND <wayneforehand@verizon.net>:

> MR. WATFORD,
>
> THE EMERGENCY WARNING LIGHT ON THE ARLINBROOK DRIVE LIFT STATION IS GOING
> OFF, AGAIN, RIGHT NOW. This happens again and again! It is 7:25PM.
>
> This flashing red warning light is a signal of a malfunction and what happens
> before the sewage over flows.
>

10/12/04

WAYNE FOREHAND

From: "WAYNE FOREHAND" <wayneforehand@verizon.net>
To: "Wayne Forehand" <wayneforehand@verizon.net>
Sent: Tuesday, October 12, 2004 1:52 PM
Subject: Fw: Aloha Utilities

Wayne Forehand
1216 Arlinbrook Drive
Trinity, FL 34655

July 19, 2004

Mr. Stephen G. Watford, President
Aloha Utilities Inc.
6915 Perrine Ranch Road
New Port Richey, 34655
Dear Mr. Steve Watford,

Refer to your note below.

Since a red flashing lights generally signal that something is wrong, I thought it appropriate to see what response policies are used by other wastewater utilities in our area.

I have talked with the New Port Richey Wastewater Utility, the Pinellas County Wastewater Utility and the Pasco County Wastewater Utility. All three utilities advised they ask customers to call the emergency number if they see a red flashing light and those utilities advised they would respond promptly. Aloha Utilities alone considers the flashing red light as informational and that it will be checked out on the operators next visit (no telling when the next visit would be).

Yes, I have heard the buzzer/horn sounding that you describe but at the same time it was much too late and the sewage was flowing to the street and into the storm drain.

Your note appears to display a very lackadaisical attitude on the part of Aloha's management. Perhaps it is because of this same attitude displayed to the customers that we have had the sewage overflows on our streets. The other utilities want to take preventative actions and you should expect Aloha Utilities to implement preventative measures also.

Yes, I know your words, "I am not a stockholder, I'm not a regulatory Agency, I'm just a customer."

10/12/04

From: Tom Pound
To: Sylvia Hargreaves
Cc: Dr. Abraham KURIEN ; Charles HISE ; Wayne FOREHAND ; Pasco COMMISSIONERS ; Jeb BUSH ; Braulio BAEZ
Sent: Tuesday, August 03, 2004 12:46 PM
Subject: Re: CUSTOMER COMPLAINT RE ALOHA UTILITIES LIFT STATION ON R. TRENT JONES PARKWAY

Dear Ms. Hargreaves,

When the Robert Trent Jones Parkway lift station was checked on Monday, August 2, 2004, no problems were found and the system was functioning normally. There were thunderstorms during the previous day and the lift station may have experienced a temporary loss of power causing the red light to flash.

Today, Jerry Nichols, with the Florida Department of Environmental Protection inspected the Robert Trent Jones Parkway lift station, in addition to other lift stations, and found them to meet all rules and regulatory requirements and were in complete compliance. A deodorant block was in the lift station and there were no odors.

If I can be of further assistance, please let me know.

Tom Pound
Utilities Director

Sylvia Hargreaves wrote:

Mr. Watford:

At 7:50P tonight, I passed by Aloha Utilities' lift station on R. Trent Jones Parkway just before Fox Hollow Golf Course.

The red light was on AGAIN, and the sewage smell was OVERWHELMING!

Please explain why this is allowed to continue. I wrote you last week about the awful smell emanating from this lift station and did not receive a response to my EMail.

WAYNE FOREHAND

From: "WAYNE FOREHAND" <wayneforehand@verizon.net>
To: "Gerald Foster DEP" <Gerald.Foster@dep.state.fl.us>; <Jerry.Nichols@dep.state.fl.us>
Cc: "Abe Kurien" <akurien@attglobal.net>; "Sylvia Hargreaves" <anotherdayinparadise@earthlink.net>
Sent: Tuesday, August 03, 2004 2:34 PM
Subject: Aloha Utilities poorly maintained stinking lift stations

From: Wayne Forehand in Trinity, Florida where it is always sunny and wonderful!

Refer to Aloha Utilities

We have had a concern about the odors, sewage over flow and the high frequency of the red emergency light signals on the Aloha Utilities sewage lift stations. I have talked with the New Port Richey Wastewater Utility, the Pinellas County Wastewater Utility and the Pasco County Wastewater Utility. All three utilities advised they ask customers to call the emergency number if they see a red flashing light and those utilities advised they would respond promptly. These utilities want to take preventative actions before the sewage flows into the street.

Mr. Watford of Aloha Utilities on the other hand advises in his note below that the red light is informational to be attended to at the next visit of the operator.

This apparent heedless management attitude of Aloha Utilities prevails through that organization.

The customers need relief from the smelly sewage lift stations, black drinking water, corroding pipes, rotten egg odor provided by Aloha Utilities.

We are now told that Jerry Nichols with the Florida Department of Environmental Protection inspected the Robert Trent Jones Parkway lift station, in addition to other lift stations, and found them to meet all rules and regulatory requirements and were in complete compliance.

Jerry, we have ongoing problems with the odors from the lift stations and as I said above, Mr. Watford tells us not to contact anybody if the red light flashes. Do you concur with that approach or are the other utilities wrong? Yes, I have heard the buzzer/horn sounding that Mr. Watford describes but at the same time it was much too late and the sewage was flowing to the street and into the storm drain.

The letter below is to Mr. Steven Watford followed by his note of reply to my latest complaint.

Wayne Forehand

Mr. Stephen G. Watford
Aloha Utilities, Inc.
6915 Perrine Ranch Rd.
New Port Richey, FL 34655

Re: Complaint Inspection
Seven Springs WWTF
Facility ID FLA012752
Pasco County

Dear Mr. Watford:

On August 3, 2004, the Florida Department of Environmental Protection (Department) conducted a Complaint Inspection at the referenced facility to determine compliance with wastewater requirements and, overall, the facility was Out of Compliance. A copy of the inspection report is enclosed for your records.

You are requested to respond to this letter with the plans you have made to correct any noted deficiencies and to submit any requested information for those indicated by an asterisk (*). Your response is requested to be in writing and should include a time frame needed to achieve compliance. This response is due to the Department by September 6, 2004. Please direct any questions to the undersigned at (813) 744-6100, extension 411, or e-mail: jerry.nichols@dep.state.fl.us.

Sincerely,

Jerry E. Nichols
Environmental Specialist II
Enforcement/Compliance Section
Domestic Wastewater Program

Attachment

cc: Mr. Charlie Painter, Operator of Record
Mr. Wayne Forehand, Via e-mail

INSPECTION FINDINGS

Facility Name: Seven Springs WWTF
Facility ID: FLA012752
Inspection Type: CI
Date: 8/3/2004

FACILITY BACKGROUND:

Address: 2850 Seven Springs Blvd, New Port Richey, FL 34655, Pasco County
Permit Information: Wastewater Permit issued: 3/1/2004, and expires: 2/28/2009
Treatment Summary: Extended Aeration
Permitted Capacity: 1.6 MGD

1. Records and Reports: In Compliance

1.1 Observation: *General* - Please see specific comment

Review of Complaint file revealed:

1) A computer printout for Lift Station #33, Arlinbrook from January 1, 2004 through July 31, 2004 revealed three complaints for a red flashing light, one each on 1/1/04, 6/13/04 and 7/15/04. The January 2004 alarm was caused by the starter tripping out. The June and July 2004 alarms were caused by the #1 float being caught under the lift station influent discharge pipeline, causing the pumps to be out of sequence.

2) Lift Station #38, Robert Trent Parkway, had one complaint on 3/15/04 for the alarm going off. The records indicated that both pumps were clogged with rags. Both pumps were cleared of rags and placed back into service.

2. Facility Site Review: Out of Compliance

2.1 Observation: Lift Stations - Two functioning pumps are required at each lift station, set up on an alternating electrical system. Lift Station #38, Robert Trent Parkway, is checked on Tuesday and Thursday. Lift Station #33, is checked on Monday and Wednesday. Logs indicate that on some weeks both lift stations were checked five days per week.

2.2 *Observation: Lift Stations - Check lift station warning system for proper operation. Both audible and visual alarms were functioning properly. The visual alarm remains on until manually reset. Install Reduced Pressure Zone backflow devices at all lift stations. As an alternative, potable water lines may be terminated.

2.3 *Observation: The Department recommends that Aloha Utilities notify its customers on how to report an alarm condition at the lift stations. Please include the telephone number and point of contact. Also, Aloha Utilities may consider placing additional landscaping around Lift Stations #33 and #38.

WAYNE FOREHAND

From: "WAYNE FOREHAND" <wayneforehand@verizon.net>
To: "Nichols, Jerry" <Jerry.Nichols@dep.state.fl.us>
Sent: Tuesday, August 17, 2004 4:34 PM
Subject: Aloha Utilities

Mr. Jerry Nicholas,

1. This press release and your report appear at variance. Will you confirm that you think or do not think this press release from Aloha Utilities is appropriate based on your report. It appears that the press release understates the out of compliance, does not notify the customers how and when to report an alarm condition and shows a disregard for the recommendation for additional landscaping which would be appreciated by the customers.

The following article appears in The Suncoast News, 8/14/04, p5.

=====

DEP clears Aloha

SEVEN SPRINGS—Inspectors for the Florida Department of Environmental Protection said Aloha Utilities' waste-water alarms and pumps within a lift station in its Seven Springs System are working properly, the company announced in a press release.

"The alarms and pumps were found to be in proper working order, confirming our own inspection," said Steve Watford, Aloha Utilities president.

A customer had reported an odor, prompting the inspections.

DEP did report one minor compliance issue and asked the company to install backflow-prevention devices at its lift stations.

Call the company at 372-0115 for information.

2. I was in Chicago for a long weekend and on return my friend Dick LaMaier (1325 Kinsmere Drive) complained to me about another Aloha Utilities sewage overflow on Kinsmere Drive Sunday morning. He said it was awful but apparently the heavy rain washed it into the storm sewers. There was no power failure.

3. I hope you will look at records for lift station #33 on Arlinbrook, where Aloha Utilities apparently did not maintain a record of all complaints. I personally made the following 3 contacts reporting emergency lights flashing and documented them in a letter to Aloha Utilities on July 15, 2004. These dates were not listed in your report:

- Report 4-8-04 given personally to Mr. Watford
- Report 5-30-04 at 7:20 PM telephone call to answering service
- Report 7-6-04 at 4:45 PM telephone call to answering service

We continue to be very dissatisfied with the customer service of Aloha Utilities, their apparent disregard for the customers and the mis-information in the press from Aloha Utilities. We clearly need help from the DEP. We look for you to protect us from the poor practices of this monopoly utility that we are stuck with.

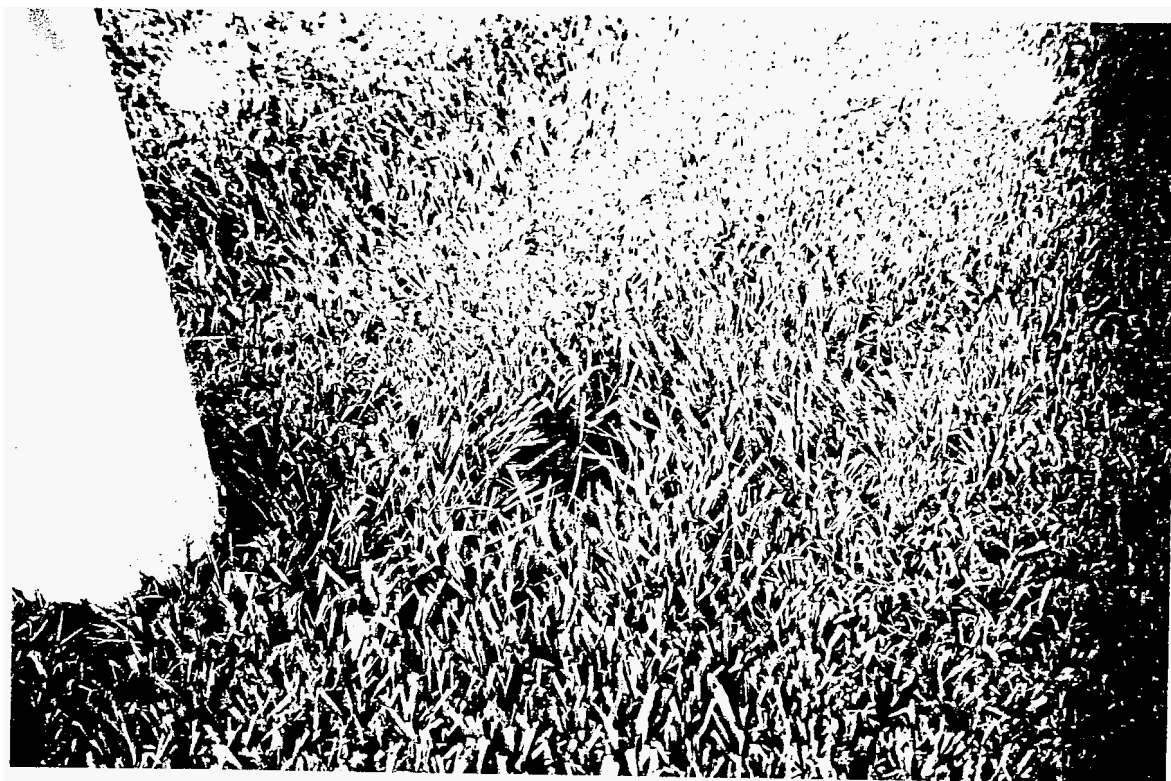
10/16/04

No One Was Home!

~~We installed or unlocked your water
meter while you were gone. You must
turn your water shut off valve on,
which is located just before the meter.~~

Aloha Utilities Inc.
372-0115

Water
Clean Clear
no odor
9-5-03



Wayne T Forehand
1216 Arlinbrook Drive
Trinity, FL 34655-4556
Telephone 727-372-2104

Docket Nos. 020896-WS & 010503-WU
Exhibit WTF-35
Page 1 of 1

September 8, 2003

Mr. Stephen G. Watford, President
Aloha Utilities Inc.
6915 Perrine Ranch Road
New Port Richey, 34655

Dear Mr. Watford,

On 9-5-2003 a note was left on my door, which said:

"No One Was Home! Aloha Utilities Inc. 372-0115 water clean clear no odor."

Mr. Watford, could I ask the purpose of Aloha's visit to my home? Was it to test the water quality?

In looking around the house I could see that no one had walked near the water meter nor disturbed its cover since it is quite overgrown. I have enclosed a picture to illustrate. I did find that the garden hose had been disconnected from the water faucet on the side of house. Did your technician remove this? If so, why was this done? Was a water sample taken from the faucet? I have talked to several of your technicians taking samples from flush areas and they have demonstrated that they are checking chlorine levels. Since a sample was taken, what was the result at my home?

I am very interested to know the answer to this last question as I had the water tested on August 18th by Florida Water Works (6575 80th Avenue, Pinellas Park, FL). The sampling and testing were witnessed by another CAC member (John Gaul Ph.D. Chemistry). After running the water for an extended time to flush the line the chlorine level was measured and found to be zero. Based on what we are learning, we suspect that this is not an unusual occurrence.

None of my other neighbors received notes as I did. Why was this? Was my house selected, alone among all my neighbors? Why?

It would be very helpful if your technicians would make arrangements to do their testing when the homeowner is present or have permission ahead of time. This is especially true if your technicians are going to test water beyond the meter and disturb personal property in the process. This is only prudent policy. Aloha's communication of the desire to test and provide test results would be very welcome by the Citizen's Advisory Committee and customers alike. I hope this is something you will consider in the future.

Sincerely,

Wayne Forehand

Chairman
Citizens Advisory Committee

Attachment

cc: Lila Jaber, Chairman - Public Service Commission
Mr. Steve Burgess - OPC
State Senator Mike Fasano
State Representative Tom Anderson
State Representative Ken Littlefield
Aloha Utilities Citizens' Advisory Committee

Aloha Utilities, Inc.

6915 Perrine Ranch Road
New Port Richey, FL 34655

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

September 23, 2003

Mr. Wayne T. Forehand
1216 Arlinbrook Drive
Trinity, Florida 34655-4556

RE: September 5, 2003 Water Check

Dear Mr. Forehand:

I am in receipt of your letter dated September 8, 2003 that was received by our office on September 17, 2003, concerning a visit to your home and a note which was left there by our field staff.

The reason our field staff were at your home is because of the water quality concern of another customer who addressed a letter to you and copied Aloha. Though this issue was raised by a third party customer, our customer service staff mistakenly assumed the water check was to be conducted at your home also. We apologize for the error. When we receive water quality complaints, we try to check them out as quickly as possible and as such, a field staff member was sent to both the correct address and to your address immediately after receipt of the complaint.

While performing a check for water quality our field staff run the water and check the chlorine, pH and pressure to assure there are no problems coming into the home. Our field staff noted all parameters for your home were in good order.

Again, I apologize for any inconvenience this error may have caused. If you have any further questions, please let me know.

Sincerely,

ALOHA UTILITIES, INC.



Pamela Yacobelli
Administration Manager

/py

cc: Lila Jaber, Florida Public Service Commission
Steve Burgess, Office of Public Counsel
Senator Mike Fasano
Representative Tom Anderson
Representative Ken Littlefield
Aloha Utilities Citizens' Advisory Committee

September 29, 2003

Ms. Pamela Yacobelli, Administration Manager
Aloha Utilities Inc.
6915 Perrine Ranch Road
New Port Richey, 34655

Re: Aloha response letter, September 23

Dear Ms. Yacobelli,

I thank you for your kind response to my inquiry. I understand your explanation of why my home was singled out in the neighborhood. In addition, thank you for informing us that your field staff runs the water, checks the chlorine, pH and pressure during these home water samplings. It is nice to know that all the noted parameters for my home were in good order.

Your letter did not however answer the following questions posed in my letter (copy attached).

1. Did your technician disconnect my garden hose? If so, why was this done?
2. Was a water sample taken from the faucet? (It appears the sample was taken from the faucet.)
3. Since a sample was taken, what was the result at my home? (What was the chlorine level? I explained in my original letter why I was interested in the results.)

My letter further was intended to be constructive in suggesting that it would be very helpful if your technicians would make arrangements to do their testing when the homeowner is present or have permission ahead of time. This is especially true if your technicians are going to test water beyond the meter and disturb personal property in the process. This is only prudent policy. Aloha's communication of the desire to test and provide test results would be very welcome by the Citizens' Advisory Committee and customers alike. I hope this is something you will consider in the future. Your reply letter makes no acknowledgment or consideration of these suggestions.

I am asking for a response to the above questions and constructive suggestions.

Thank you,

Wayne Forehand

Chairman, Citizens Advisory Committee

cc: Lila Jaber, Chairman - Public Service Commission
Mr. Steve Burgess - OPC
State Senator Mike Fasano
State Representative Tom Anderson
State Representative Ken Littlefield
Aloha Utilities Citizens' Advisory Committee

Attachment: Letter to Mr. Watford dated 9-8-03

Aloha Utilities, Inc.

6915 Perrine Ranch Road
New Port Richey, FL 34655

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

September 29, 2003

Mr. Wayne Forehand
1216 Arlinbrook Drive
Trinity, Florida 34655-4556

Re: September 5, 2003, Water Quality Check

Dear Mr. Forehand:

In response to your faxed letter dated September 29, 2003, our service representative did remove your garden hose. When our service representative's are called to a home for a water quality check they try to check the water at the outside hose bib where the water comes into your home as opposed to removing your meter which can occasionally cause sand or debris to enter into the pipes. I apologize that our service representative neglected to put your garden hose back on the hose bib as they found it.

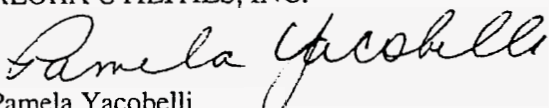
When our service representative checked the water at your hose bib they received a chlorine residual of 1.83 mg/L, a pH reading of 7.5 and a pressure reading of 51.

When a customer calls or sends a letter regarding the quality of their water it is our goal that we respond within one hour of that call or letter to be sure the water system has not been comprised in any way. Our service representative's always attempt to make contact with the customer and if that is not possible a door tag like the one you received is left. We feel a quick response to a possible problem is more important than the time it may take to schedule an appointment.

If you should have any further questions, please feel free to contact me.

Sincerely,

ALOHA UTILITIES, INC.


Pamela Yacobelli
Administration Manager

/py

cc: Lila Jaber, Florida Public Service Commission
Steve Burgess, Office of Public Counsel
Senator Mike Fasano
State Representative Tom Anderson
State Representative Ken Littlefield
Aloha Utilities Citizens' Advisory Committee

39



Online Bank

Accounts	Bill Pay & e-Bills	Transfer Funds	Customer Service
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rv

Aloha Utilities, Inc. -9116

Change Payee: Aloha Utilities, Inc.

Use this page to manage your payee details. You can edit this payee's information, set alerts, view your incoming e-Bills for this pay view your outgoing payments to this payee, make a payment to this payee, and view your payment and e-Bill history. [Tell me more...](#)

Payee Information

Aloha Utilities, Inc. -9116

6915 Perrine Ranch Road
New Port Richey, FL 34655
7273720115

[Edit Payee Information](#)

[Delete Payee](#)

Alerts (Set Alerts)

You can set up alerts for this payee. To turn on an alert, click **Set Alerts**.

- OFF Payment Sent
- OFF Automatic Payment scheduled
- OFF Recurring payment plan about to end
- OFF **E-Bill due**, no payment scheduled

Incoming e-Bills

This payee does not send e-Bills.

Outgoing Payments

You don't have any scheduled or in process payments for this payee.

You can save time making payments to this payee by setting up a recurring payment.

[Tell me more...](#)
[Set up a recurring payment](#)

Make a Payment

Aloha Utilities, Inc. -9116

To make a payment to this payee, enter your payment information and click **Make Paym**

Pay From: INTEREST CHECKING Avail. Funds ██████████

Amount	Send On mm/dd/yyyy	Deliver By
\$ <input type="text"/>	<input type="text"/>	<input type="text"/>
	Delivery Time: 5 days	

[Make Paym](#)

Payment History (Past 6 Months)

Amount	Send On	Deliver By	Confirmation Number	
\$ 91.08	06/15/2004	06/22/2004	2CD28-2DM66	View Pay
\$ 70.48	05/03/2004	05/10/2004	2BKFU-VV9QW	View Pay
\$ 59.81	04/01/2004	04/08/2004	2AM9Q-4NJZH	View Pay
\$ 81.67	03/02/2004	03/09/2004	29JKP-QC3NT	View Pay
\$ 72.82	02/02/2004	02/09/2004	28I95-NVN6S	View Pay
\$ 71.00	01/02/2004	01/09/2004	27HN9-XHLOF	View Pay

e-Bill History (Past 6 Months)

Due Date	Amount	Status
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This payee does not send e-Bills.

Aloha Utilities, Inc.

REC'D 6-18

6915 Perrine Ranch Road
New Port Richey, FL 34655
(727) 372-0115

IMPORTANT NOTICE OF BALANCE DUE

DATE	ACCOUNT NUMBER	AMOUNT PAST DUE	DISCONNECT DATE	AMOUNT ENCLOSED
06/16/04	19116	91.08	06/22/04	

DO NOT SEND CASH
THROUGH THE MAIL

FOREHAND, WAYNE
1216 ARLINBROOK DRIVE
TRINITY, FL 34655-4556

Balance: \$ 178.52
Service Address: ARLINBROOK DRIVE, 1216

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO: Aloha Utilities, Inc.
6915 Perrine Ranch Road
New Port Richey, FL 34655
www.aloha-water.com

Office Hours:
Monday - Friday 8:30 - 4:00
Telephone (727) 372-0115
24 Hour Emergency (727) 372-0115

Because we want to provide you with uninterrupted service, this notice is to let you know we have not received your payment and that your account has become delinquent. If you have already made your payment, please disregard this reminder, and we apologize for any inconvenience.

However, if your payment has not been made, please contact a Customer Service Representative at (727) 372-0115 Monday through Friday 8:30 a.m. – 4:00 p. m. We welcome the opportunity to discuss this matter with you and answer any questions you may have.

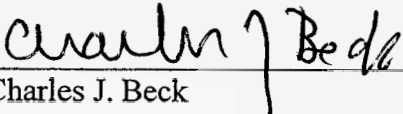
To avoid interruption of your service, your payment must be received by 4:00 p. m. on the **Disconnect Date** listed above. A reconnection charge during normal working hours of \$20.00, together with the past due amount, must be paid before service can be re-established. If payment is made with a check that is dishonored, your service may be discontinued without further notice.

You are a valued customer and we thank you for your attention in this matter.

CALLER MARIA -
INDICATE CHECK
DATE IN
SYSTEM

**DOCKET NOS. 001503-TP and 020896-WU
CERTIFICATE OF SERVICE**

I HEREBY CERTIFY that a copy of the foregoing has been furnished by U.S. Mail or hand-delivery to the following parties on this 18th day of November, 2004.


Charles J. Beck

Rosanne Gervasi, Esquire
Division of Legal Services
Fla. Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

F. Marshall Deterding, Esquire
John Wharton, Esquire
Rose, Sundstrom and Bentley, LLP
2548 Blairstone Pines Drive
Tallahassee, FL 32301

Mr. Harry Hawcrof
1612 Boswell Avenue
New Port Richey, FL 34655

V. Abraham Kurien, M.D.
1822 Orchardgrove Avenue
New Port Richey, FL 34655

Edward O. Wood
1043 Daleside Lane
New Port Richey, FL 34655

Senator Mike Fasano
8217 Massachusetts Avenue
New Port Richey, FL 34653

Aloha Utilities, Inc.
Mr. Stephen G. Watford
6915 Perrine Ranch Road
New Port Richey, FL 34655-3904

John H. Gaul, Ph.D.
7633 Albacore Drive
New Port Richey, FL 34655

Wayne T. Forehand, Chairman
Citizens' Advisory Committee
1216 Arlinbrook Drive
Trinity, FL 34655-4556

James Mitchell, Jr.
Riviera Home Owners Association
5957 Riviera Lane
New Port Richey, FL 34655

Ann Winkler
Riverside Village Estates, Unit 4
4417 Harney Court
New Port Richey, FL 34655

John Parese
Riverside Villas
4029 Casa del Sol Way
New Port Richey, FL 34655