

ORIGINAL

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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

RECEIVED-FPSC
NOV 18 PM 1:51
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 Cecilia Cantwell.

CMP _____ Please indicate the time and date of receipt on the enclosed duplicate of this letter
COM 5 and return it to our office.

CTR org

ECR _____

GCL 1

OPC _____

MMS _____

RCA _____

SCR _____ CJB:bsr

SEC 1 Enclosure

OTH _____

Sincerely,

Charles J. Beck
Deputy Public Counsel

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DOCUMENT NUMBER-DATE
12387 NOV 18 04
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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

CECILIA CANTWELL

DOCUMENT NUMBER-DATE

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BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

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DIRECT TESTIMONY

OF

CECILIA CANTWELL

1 **BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**

2 **Docket Nos. 020896-WS & 010503-WU**

3 DIRECT TESTIMONY

4 OF

5 CECILIA CANTWELL

6
7 **Q. PLEASE STATE YOUR NAME AND ADDRESS.**

8 A. My name is Cecilia Cantwell. I reside at 6215 Claire De Lune Ct., Trinity,
9 Florida, 34655.

10
11 **Q. WHICH UTILITY SUPPLIES YOUR DRINKING WATER AND FOR**
12 **HOW LONG HAVE YOU BEEN A CUSTOMER OF THAT UTILITY?**

13 A. My water is supplied by Aloha Utilities, Inc., for approximately 17 years. My
14 prior residence was 6929 Oldgate Circle, New Port Richey, FL 34665. Aloha was
15 my water utility provider there also.

16
17 **Q. ARE YOU SATISFIED WITH THE QUALITY OF WATER IN YOUR**
18 **DOMESTIC PLUMBING?**

19 A. Definitely not! Quite frankly, I have not met anyone within the past 17 years, who
20 has been satisfied with the quality of water provided by Aloha.

21
22 **Q. WHY?**

1 A. Both at my prior and current residence, the out flow of water through our
2 plumbing intermittently appears black, sedimentary and malodorous. We
3 purchased a water softener, not only to alleviate the hard water problems, but also
4 to assist in improving the overall conditions. We received marginal benefits. The
5 most persistent and consistent problem, is the black discoloration.

6

7 **Q. DO YOU DRINK THE WATER FROM YOU TAPS?**

8 A. No. I can't imagine anyone willfully ingesting a glass of water from a faucet that
9 intermittently produces black water.

10

11 **Q. WHAT DISTRESSES YOU ABOUT THE QUALITY OF WATER?**

12 A. The inability to be able to fully utilize a service I pay for, due to the poor quality
13 provided. The water color, consistency, and odor are a major concern with
14 regards to the possible long term ill effects this water can have on our health. I
15 would not consciously ingest a glass of dirty water found on the pavement, yet
16 Aloha provides what appears to be the same poor quality into our home.

17

18 **Q. HOW FREQUENTLY DO YOU EXPERIENCE POOR WATER**
19 **QUALITY?**

20 A. With regards to our whirlpool tub, daily. Our kitchen and bath faucets, and
21 toilets, are intermittently ensconced with black water. Although they are
22 infrequent, one episode is more than enough to raise a red flag of concern.

1 **Q. DO YOU EXPERIENCE POOR QUALITY FROM BOTH THE HOT**
2 **WATER AND COLD WATER FAUCETS?**

3 A. Yes, however, the hot tends to remain more constantly discolored. The water
4 provided through our tubs and toilets appear to be more discolored than our
5 faucets, especially after a prolonged period on non-usage.
6

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

8 A. Copper.
9

10 **Q. HOW DOES POOR WATER QUALITY AFFECT YOU AND YOUR**
11 **FAMILY?**

12 A. For starters, I have had to purchase bottled water for approximately the past 17
13 years. In order to bathe, using our whirlpool, I have had to allow the faucets to
14 run for approximately 5-10 minutes to enhance the clarity of the water. I'm
15 understandably extremely concerned for our health presently, and in the future.
16

17 **Q. HAVE YOU SOUGHT THE HELP OF ALOHA UTILITY IN**
18 **UNDERSTANDING WHY THE WATER QUALITY IS POOR IN YOUR**
19 **HOME?**

20 A. To my understanding, this problem encompasses not only one single home, but
21 most of the Seven Springs and Trinity area. During the construction phase of our
22 home in Riviera, we rented both in Wyndtree and Trinity Oaks. We experienced

1 the same poor quality of water in both of those subdivisions, with Wyndtree being
2 by far, the worst scenario.

3

4 **Q. DO YOU FEEL THAT THE UTILITY GAVE YOU A SATISFACTORY**
5 **EXPLANATION?**

6 A. The burden of blame is always projected onto the copper pipes.

7

8 **Q. WHAT DID YOU DO THEN?**

9 A. Continued to purchase bottled water and supported representatives that have
10 intervened on our behalf.

11 **Q. ANY ADDITIONAL COMMENTS?**

12 A. In my opinion, after approximately 17 years, an improvement from Aloha seems
13 futile. I would welcome a change of water provider at this time.

14

15 **Q. DOES THAT CONCLUDE YOUR TESTIMONY?**

16 A. Yes.

**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 Blirstone 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

1. Customer Testimonial
2. Please state your name and address
3. My name is Cecilia Cantwell. I reside at 6215 Claire De Lune Ct., Trinity, Florida, 34655.
4. Which utility supplies your drinking water and for how long have you been a customer of that
5. utility?
6. My water is supplied by Aloha Utilities, Inc., for approx. 17 years. My prior residence was
7. 6929 Oldgate Circle, NewPort Richey, Fl., 34655. Aloha was my water utility provider there,
8. also.
9. Are you satisfied with the quality of water in your domestic plumbing?
10. Definitely not! Quite frankly, I have not met anyone within the past 17 years, who has been
11. satisfied with the quality of water provided by Aloha..
12. Why?
13. Both at my prior & current residence, the outflow of water through our plumbing
14. intermittently appears black, sedimentary and malodorous. We purchased a water
15. softener , not only to alleviate the hard water problems, but also to assist in
16. improving the overall conditions. We received marginal benefits. The most
17. persistent and consistent problem, is the black discoloration.
18. Do you drink the water from the taps?
19. No. I can't imagine anyone willfully ingesting a glass of water from a faucet
20. that intermittently produces black water.
21. What distresses you about the quality of water?
22. The inability to be able to fully utilize a service I pay for, due to the poor

42. for approx. 5-10 minutes to enhance the clarity of the water. I'm

23. quality provided. The water color, consistency, and odor are a major concern

24. with regards to the possible long term ill effects this water can have on our

25. health. I would not consciously ingest a glass of dirty water found on the

26. pavement, yet Aloha provides what appears to be the same poor quality

27. into our home.

28. How frequently do you experience poor water quality?

29. With regards to our whirlpool tub, daily. Our kitchen and bath faucets, and

30. toilets, are intermittently ensconced with black water. Although they are

31. infrequent, one episode is more than enough to raise a red flag of concern.

32. Do you experience poor quality from both the hot water and the cold water

33. faucets?

34. Yes, however, the hot tends to remain more constantly discolored. The water

35. provided through our tubs & toilets appear to be more discolored than our

36. faucets, especially after a prolonged period of non-usage.

37. What kind of pipes do you have?

38. Copper.

39. How does poor water quality affect you and your family?

40. For starters, I have had to purchase bottled water for approx. the past 17 years.

41. In order to bathe, using our whirlpool, I have had to allow the faucets to run

42. for approx. 5-10 minutes to enhance the clarity of the water. I'm

43. understandably extremely concerned for our health presently, and in the future.

44. Have you sought the help of Aloha Utility in understanding why the quality

45. is poor in your home ?

46. To my understanding, this problem encompasses not only one single home,

47. but most of the Seven Springs and Trinity area. During the construction phase

48. of our home in Riviera, we rented both in Wyndtree & Trinity Oaks. We

49. experienced the same poor quality of water in both of those subdivisions,

50. with Wyndtree being by far, the worst scenario.

51. Do you feel that the utility gave you a satisfactory explanation?

52. The burden of blame is always projected onto the copper pipes.

53. What did you do then?

54. Continue to purchase bottled water and support representatives that have

55. intervened on our behalf.

56. Any additional comments?

57. In my opinion, after approx. 17 years, an improvement from Aloha seems

58. futile. I would welcome a change of water provider at this time.