

ORIGINAL

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President

JOHNNIE BYRD
Speaker



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Charles J. Beck
Deputy Public Counsel

November 18, 2004

Blanca S. Bayo, Director
Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RECEIVED-FPSC
04 NOV 18 PM 1:48
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 Harry Hawcroft.

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

- CMP _____
- COM 5
- CTR org
- ECR 1
- GCL 1
- OPC _____
- MMS _____
- RCA _____ cc: All parties of record
- SCR _____ CJB:bsr
- SEC 1
- OTH _____

Sincerely,

Charles J. Beck
Deputy Public Counsel

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R. V.N.
FPSC-BUREAU OF RECORDS

DOCUMENT NUMBER-DATE

12391 NOV 18 04

FPSC-COMMISSION CLERK

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

HARRY HAWCROFT

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OF

HARRY HAWCROFT

1 **BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**

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

3 DIRECT TESTIMONY

4 OF

5 HARRY HAWCROFT

6
7 **Q. Please state your name, and address and the name of the utility from**
8 **which you get your drinking water.**

9 A. My name is Harry Hawcroft. I reside at 1612 Boswell Lane, Trinity, Florida,
10 34655. My drinking water is supplied by Aloha Utilities.

11
12 **Q. How long have you been a customer of Aloha Utilities?**

13 A. I have been a customer of Aloha Utilities since January 1998.

14
15 **Q. Are you satisfied with the quality of water in your domestic plumbing?**

16 A. No, we cannot drink the water because it has a terrible taste. The water that
17 we have to bathe and shower in comes out of the fixtures with a brown to
18 black color. The toilet tanks fill up with the black slimy substance that
19 requires a lot of time and effort to clean out.

20
21 **Q. Do you drink Aloha water from your taps?**

22 A. No, never! We do not have confidence in the quality of the water that is
23 supplied to our home to take the risk of consuming it.

1 **Q. What is it that distresses you about the quality of water?**

2 A. Probably the color and smell of the water are the major cause for the total
3 dissatisfaction that I experience with the water that Aloha Utilities delivers.

4

5 **Q. How frequently do you experience poor quality?**

6 A. The water quality is poor on a daily basis.

7

8 **Q. Do you experience poor quality in water from both the hot water and cold
9 water taps?**

10 A. Yes. There are problems with both the hot and cold water systems.

11 The cold water is not pleasant to drink, the hot water is very unpleasant to
12 shower and bathe in.

13

14 **Q. What kind of pipes do you have?**

15 A. Copper and CVPC.

16

17 **Q. Do you have water-conditioning appliances? If so what kind?**

18 A. Water softener and a sediment filter

19

20 **Q. Where in domestic pipes do you place your sediment filter?**

21 A. Before the water enters the house.

22

23 **Q. What kind of filters do you use?**

1 A. I use a Culligan whole house cartridge filter; the filter is changed about once a
2 month. The filter is almost black in appearance when it is time to change it.

3

4 **Q. How does the poor quality of water affect you and your family?**

5 A. We suffer the effects of the poor water quality every day. The laundry comes
6 out of the washing machine stained. We have to constantly run excessive
7 amounts of extra water to have water that is fit to have a bath or a shower.

8

9 **Q. Have you sought the help of Aloha Utility in understanding why the
10 water quality is intermittently poor in your home?**

11 A. Customers should not have to be involved with the explanation that Aloha
12 Utilities gives for their failure to provide good quality water to my home. I
13 have made contact with Aloha Utilities in the past to complain about the water
14 quality problems in my home. I received a standard letter that laid blame on
15 my copper pipes, and for me to turn up the hot water tank. Those comments
16 seem to be the only answer that is available to fix my water quality problem.

17

18 **Q. Do you feel that the utility has given you a satisfactory explanation?**

19 A. No, the explanation was very poor

20

21 **Q. What did you do then?**

22 A. I talked to neighbors in my development to see whether they were having
23 problems. I found that a lot of people were in the same situation as myself.

1 I decided to take a survey of the community where I live to find out what the
2 water quality problems were.

3

4 **Q. How was the water survey done?**

5 A. The survey was a questionnaire that was distributed to the subdivision
6 community homeowners, for them to fill in and return after completion.

7 There were 105 survey sheets delivered to the homes that were occupied at the
8 time.

9

10 **Q. How many homeowners responded to the survey?**

11 A. A total of 67 replies to the survey were received.

12

13 **Q. Was the survey report filed with someone?**

14 A. Yes. The survey was filed at a Public Service Commission hearing, on or
15 about November of 1999. It included all of the names and signatures of the
16 residents who filled out the survey sheets.

17

18 **Q. Have you attached a summary of the survey that was taken to your
19 testimony?**

20 A. Yes. Please refer to Exhibit HH-1

21

22 **Q. Did you draw any practical solutions for the black water problem from
23 the results of the survey?**

1 A. No! It was quite obvious that no matter how many “home water treatment
2 devices” were installed, or no treatment devices whatsoever, the poor water
3 quality was still apparent in most homes.

4

5 **Q. What other efforts have you made to resolve the Aloha Utilities water
6 quality issue?**

7 A. I became a member of the CITIZENS ADVISORY COMMITTEE.

8

9 **Q. Where you able to arrive at some solutions?**

10 A. No. Aloha Utilities did not participate in the spirit of cooperation for a win-
11 win solution with respect to solving the black water problems.

12

13 **Q. Please explain your comment.**

14 A. The committee was eager to find a resolution to the water quality problems.
15 Aloha did not use the opportunity to join hands with the CAC to seek an end
16 to the customers’ problems. Aloha Utilities failed to respond to request for
17 information from the committee that would help the CAC members better
18 understand the black water problem.

19

20 **Q. What is your request of the PSC at this time?**

21 A. I would respectfully request that the customers of Aloha Utilities be allowed
22 to receive their water supply from Pasco County Utilities. This request if
23 granted would solve all of our water quality problems. Pasco County Utilities
24 can provide a quality water supply at an affordable cost. This would give the

1 customers a Utility that would be constantly keeping up with the latest
2 technology in potable water treatment at a reasonable cost, comparable to
3 what other governmental utilities charge.

4

5 **Q. Is that the end of your testimony?**

6 **A. Yes.**

EXHIBIT

"WYNDGATE", Survey 10/26/99

Exhibit hh-1

Water Survey Box.

Docket Nos. 020896-WS & 010503-WU
Exhibit HH-1
Page 1 of 3

START DATE - 10/26/99

COMP DATE - 11/2/99

NUMBER OF HOMESIGHTS IN WYNDGATE	* 115
NUMBER OF SURVEYS DISTRIBUTED	105
NUMBER OF SURVEYS COMPLETED & RETURNED	67

Please answer yes or no to the following questions:

	Y	N
1. Do you have black water ?	46	17
2. Do you have smelly water?	44	17
3. Is your toilet tank water clear?	24	41
4. Is your water tank black or silty?	43	18
5. Do you have a gas water tank?	30	37
6. Did you have a main line filter installed?	16	48
7. Did you have a water softener installed?	50	17
8. Did you have a main line carbon filter installed?	11	48
9. Does your water softener contain a carbon filter?	18	29
10. Did you have an undersink filter installed?	29	38
11. Did you have a filter attached to your faucets?	13	52
12. Do you drink the water entering your home?	28	35
13. Would you let your family drink this water as is, without any treatment?	8	56
14. If you have any of the above devices, are you still having water problems?	36	11

Additional Comments:

#'s 3, 4, 8, 9, 10, 14 (HEALTH PROBLEMS), 21, 24, 26, 32, 34, 37, 41, 43, 50, 51, 52, 53, 55 (CARBON FILTER), 56 SILVER TARNISHING), 64.

* At the time of the survey
 Only 105 homes were built

Mike Fasano
8217 Massachusetts Avenue
New Port Richey, Florida 34653

10th November 1999

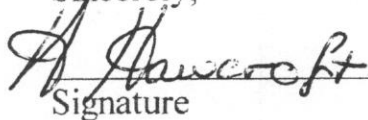
Dear Mr. Fasano:

We would like to present the results of a water survey that was done in the "Wyndgate" development in New Port Richey Florida. The residents in this development are served by the Aloha water system.

The suvey was conducted during the week of October 25th 1999 the original survey sheets and the replies are included for you to use at the PSC hearing in December. The results of the survey will show that the residents at Wyndgate are very displeased with the quality of water supplied to their homes by Aloha water. The general opinion is that Aloha Water needs to update its equipment to provide clear clean water that is drinkable. Aloha Water should be forced to update its equipment they should absorb the costs themselves without passing the cost on to the the consumer.

The residents at Wyndgate have no choice but to use Aloha-the taxpayer is looking to you and the Public Service Commision for assistance in demanding water quality and consistency without being forced to pay more for it

Sincerely,



Signature

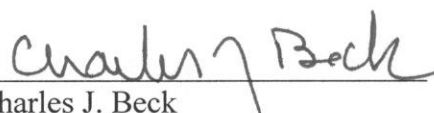
Harry C. Hawcroft 1612 Boswell Lane Wyndgate.

Signature

Ray Hartinger 1612 Orchardgrove ave. Wyndgate.

**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.


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