



Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

DATE: August 19, 1997

971092-WIS

TO: Blanca Bayo, Director, Division of Records and Reporting

FROM: Chairman Julia Johnson

RE: Complaint of Tahitian Gardens Condominium Association, Inc. Against Aloha Utilities, Inc.

Our office received a complaint from Tahitian Gardens Condominium Association, Inc. concerning Aloha Utilities. After reviewing the content and style of this complaint, it has been determined that it should be docketed as a formal complaint.

Attachment

- ACK _____
- AFA _____
- APP _____
- CAF _____
- CMU _____
- CTR _____
- EAG _____
- LEG _____
- LIN _____
- OPC _____
- RCH _____
- SEC _____
- WAS _____
- OTH _____

DOCUMENT NUMBER - DATE

08529 AUG 25 97

FPSC-RECORDS/REPORTING

STATE OF FLORIDA

JULIA L. JOHNSON
CHAIRMAN



CAPITAL CIRCLE OFFICE CENTER
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0854
(850) 413-6044

FILE COPY

Public Service Commission

August 19, 1997

Mr. Chris Liossis
4351 C Tahitian Gardens Circle
Holiday, FL 34691-3733

Mr. Liossis:

We have received your complaint concerning Aloha Utilities, Inc. This complaint is being forwarded to our Division of Records and Reporting so that it can be docketed as a formal complaint. After it receives a docket number, you will be contacted by our staff on what action is necessary to pursue your complaint.

Sincerely,

A handwritten signature in black ink, appearing to read "Julia Johnson".

Julia Johnson
Chairman

cc: Division of Legal Services (w/attachment)

97-0249 AUG 13

August 7, 1997

Ms. Julia Johnson, Chairwoman
Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee FL 32399-0850

Dear Ms. Johnson,

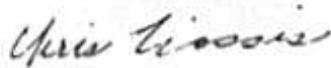
Enclosed is a complaint to the Public Service Commission concerning Aloha Utilities, Inc.

We would appreciate your assistance in pursuing this matter concerning the problem with Aloha Utilities, Inc. Please do everything possible to resolve this incorrect billing.

If you need any more information concerning this matter, do not hesitate to call us.

Thank you in advance for your help. We remain.

Very Truly Yours,



Chris Liossis
4351 C Tahitian Gardens Circle
Holiday FL 34691-3733



Jim Richardson
4344 A Tahitian Gardens Circle
Holiday FL 34691-3733

ENCL:

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Complaint of Tahitian
Gardens Condominium Association, Inc.)
against Aloha Utilities, Inc.)
_____)

Docket No.
Filed:

COMPLAINT

Tahitian Gardens Condominium Association, Inc. ("Association" or "Complainant"), pursuant to Florida Public Service Commission Rule 25-22.036, Florida Administrative Code, files this complainant with the Florida Public Commission and requests the Commission to enter an order directing Aloha Utilities, Inc. ("Aloha") to cease charging the Base Facility Charge (BFC) for individually metered customers to the four hundred sixty-four members, in violation of Aloha's tariff. In support of it's complaint, the Association says:

1. This is the initial pleading in this matter and therefore, no docket number has yet been assigned.
2. The name and address of the Complainant is:
Tahitian Gardens Condominium Association, Inc.
4327 Tahitian Gardens Circle
Holiday FL 34691
3. Communications and other matters related to this complaint should be addressed to:

Mr. Chris Liossis 4351 C Tahitian Gardens Circle Holiday FL 34691-3733 (813)943-8908 Fax (813)817-0041	Mr. James Richardson 4344 A Tahitian Gardens Circle Holiday FL 34691-3733 (813)934-4993 Fax (813)934-4993
---	--
4. The Complainant's substantial interest as a customer of Aloha are affected by Aloha wrongfully charging the BFC rate to each of the Association's four hundred sixty-four non-metered condominium members.
5. The facts alleged by the Complainant in support of this filing are as follows:
 - (a) Currently, water is piped into the Tahitian Gardens Condominium development through two 2-inch meters.
 - (b) Inside the development and within the two 2-inch meters are four hundred sixty-four individual condominium unit owners, none of which is individually metered.
 - (c) Also inside the development, and within the two 2-inch meters are five metered commercial customers, to wit motel, restaurant, not owned by the Association, and laundry mat, recreation building and office building.

- (d) The total amount of water measured through the two 2-inch meters less the amount sold to the metered customers, is charged equally to the four hundred sixty-four condominium customers. The current gallonage rate for water is \$ 2.77 per 1,000 gallons. The current gallonage rate for sewer is \$ 4.45 per 1,000 gallons.
- (e) Additionally, each of the four hundred sixty-four non-metered condominium customers are charged the base facility charge applicable to metered customers of \$ 2.60 for water and \$ 11.03 for sewer.
6. The Association contends that Aloha's tariffs do not permit the utility to charge the BFC rates to each of the four hundred sixty-four non-metered condominium customers.
7. It is also the Association's position that the base facility charge does not apply to the four hundred sixty-four non-metered condominium customers since no meter reading or meter-related costs are incurred by Aloha.

WHEREFORE, the Association requests the Florida Public Service Commission to enter an order directing Aloha Utilities, Inc. to immediately stop charging the BFC rate to non-metered condominium customers and to refund all past overcharges in full, with interest, to the Association.

Respectfully submitted,

James Richardson, Treasurer
Tabitian Gardens Condominium Association, Inc.



Chris Liossis



Chairman, Water Committee

EXTERNAL CONTACT TRACKING ADD FORM

CONTACT NO: 00901 CHAIRMAN NO: 00249 DATE OF CONTACT: 08/13/1997 DUE DATE: 08/22/1997
 CONTACT TYPE: LETTER NATURE OF CONTACT: CONSUMER CONCERN
 ENTERED BY: VERONICA WASHINGTON RECEIVED BY: JOHNSON REFERRED BY:

LAST NAME	FIRST	MI
LIOSSIS	CHRIS	MR.
MAILING ADDRESS	CITY	STATE
4351 C TAHITIAN GARDENS CIRCLE	HOLIDAY	FL
IRCLE	ZIP: 34691 -- 3733	
WORK PHONE:	HOME PHONE:	FAX:
NAME OF ORGANIZATION: TAHITIAN GARDENS CONDOMI		
INTERNET/E-MAIL:		
COMPANY NAME: ALOHA UTILITIES, INC.		
COMPANY CODE: WS001		

ACCT NO:

TYPE: WB

SUBJECT: BASE FACILITY CHARGE

NOTES: PLEASE RESPOND - CC: CHAIRMAN'S OFFICE

ASSIGNED TO:

ACTION TAKENACTION DATE

DIVISION ASSIGNED: WAW

RESPONSE:

RESPONSE DATE:

DATE CLOSED:

RESPONSE INSTRUCTIONS

- PREPARE LETTER FOR THE CHAIRMAN'S SIGNATURE
 RESPOND TO LETTER AND CC: CHAIRMAN'S OFFICE
 CONTACT CURTIS WILLIAMS BEFORE ACTING ON THIS COMPLAINT
 NO RESPONSE NECESSARY