

ORIGINAL

M E M O R A N D U M

October 27, 1997

TO: DIVISION OF RECORDS AND REPORTING  
FROM: DIVISION OF LEGAL SERVICES (JAEGER)  
RE: DOCKET NO. 960545-WS - INVESTIGATION OF UTILITY RATES OF  
ALOHA UTILITIES, INC. IN PASCO COUNTY

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Please place the attached letter dated October 5, 1997 in the docket file for the above-referenced docket.

RRJ/lw

Attachment

cc: Division of Water and Wastewater (Starling, McRoy)  
F. Marshall Deterding, Esquire  
Mr. James Goldberg  
Harold McLean, Esquire

ACK \_\_\_\_\_  
AFA \_\_\_\_\_  
APP \_\_\_\_\_  
CAF \_\_\_\_\_  
CND \_\_\_\_\_  
CTH \_\_\_\_\_  
EAG \_\_\_\_\_  
LEG \_\_\_\_\_  
LIT \_\_\_\_\_  
OTD \_\_\_\_\_  
RCI \_\_\_\_\_  
SEC \_\_\_\_\_  
W.S. \_\_\_\_\_

DOCUMENT NUMBER-DATE

11067 OCT 27 97

RDS/REPORTING



97-0310 OCT 10

Mr. & Mrs. Edward O. Wood  
1043 Daleside Lane  
New Port Richey, Fl. 34655-4293  
October 05, 1997

Julia L. Johnson, Chairman  
Florida Public Service Commission  
Division of Legal Services  
2540 Shumard Oak Blvd  
Tallahassee, Fl. 32399-0850

Dear Ms. Johnson:

I live at the address stated in the header of this letter. The water needs of my home are supplied by Aloha Utilities of Holiday, Florida.

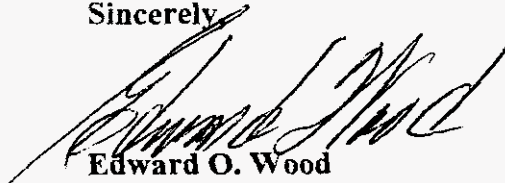
I have written, called, and attended Public Hearings, but nothing ever seems to get the attention of anyone regarding the poor quality of water supplied by Aloha Utilities. I am getting the impression that no one in the State of Florida Administrative Branch cares. Apparently Aloha can say and do anything it wants and the State of Florida bows down and echos AMEN!

Recently Aloha sent out a newsletter Stating that the Black Water Problem has been corrected. They further stated in the letter that Representative Fasano was only concerned from a political point of view. In regard to the *Black Water Problem Being Resolved* Aloha has lied and misrepresented the situation as it exists this very moment. Mr. Fasano seems to be the only one in the state government willing to do anything about Aloha. I think every state and county official involved in this situation better look at themselves in the mirror and ask the question "Am I serving the people of Florida, or have I let some Lobbyist buy my office?"

I have spent the past ten weeks outside the state of Florida. I have read all the rosy letters that I received from the various agencies involved. It is hard to believe that no one is responsible to correct this situation. Actually the Federal Government should be involved since we have a Clean Water Act, and Aloha has not provided an explanation for *Contaminated Drinking Water*. During that period of time and while reading all the great "sugarcoated explanations" I had received from the state of Florida, I was drinking clear water from the tap, bathing in clear water, and getting clothes, and dishes clean by ordinary means. What makes a complete liar out of Aloha, and all who are buying into their copper pipe, hot water tank theory, is that at my out of state location I have the same copper pipe, same brand of hot water heater, and serviced by a private regulated water utility.

The only thing Aloha has to do is clean up its processing. I am always amazed when I hear that Aloha will not let auditors in or let regulators monitor their processes. Aloha is a regulated company. How do you regulate them when you don't know what's going on within the company. The public is entitled to clear, clean water. The cost of that requirement has already been paid. Any additional cost must be absorbed by the company since we have already paid the price. Let Aloha provide a satisfactory product or shut them down!!!

Sincerely

A handwritten signature in black ink, appearing to read "Edward O. Wood", written in a cursive style.

Edward O. Wood

cc: Governor Lawton Chiles  
Representative Mike Fasano  
Aloha Utilities  
Environmental Protection Agency  
Florida Dept. Of Health  
Pasco County Health Dept.  
Division of Consumer Affairs

## EXTERNAL CONTACT TRACKING EDIT FORM

CONTACT NO: 01074      CHAIRMAN'S NO: 00310      DATE OF CONTACT: 10/10/1997      DUE DATE: 10/21/1997  
 CONTACT TYPE: LETTER      NATURE OF CONTACT: CONSUMER CONCERN  
 ENTERED BY: VERONICA WASHINGTON      RECEIVED BY: JOHNSON      REFERRED BY:

LAST NAME	FIRST	MI
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WOOD	EDWARD	MR. O
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MAILING ADDRESS	CITY	STATE
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1043 DALESIDE LANE	NEW PORT RICHEY	FL
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ZIP: 34655 — 4293

WORK PHONE:      HOME PHONE:      FAX:

NAME OF ORGANIZATION:

INTERNET/E-MAIL:

COMPANY NAME: ALOHA UTILITIES, INC.

COMPANY CODE: WS001

ACCT NO:

TYPE:      WS      SUBJECT: "BLACK WATER PROBLEM"

NOTES: PROVIDE UPDATE OF STATUS ON THE DOCKET,

ASSIGNED TO: RALPH JAEGER

ACTION TAKEN

ACTION DATE

DIVISION ASSIGNED: LEG

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

STATE OF FLORIDA

JULIA L. JOHNSON  
CHAIRMAN



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

**Public Service Commission**

October 20, 1997

Mr. and Mrs. Edward O. Wood  
1043 Daleside Lane  
New Port Richey, Florida 34655-4293

RE: Docket No. 960545-WS - Investigation of utility rates of Aloha Utilities, Inc. in Pasco County.

Dear Mr. and Mrs. Wood:

I am writing in response to your October 5, 1997 letter regarding the quality of service provided by Aloha Utilities. The Commission will consider staff's recommendation regarding the quality of service problems of Aloha Utilities at the November 4, 1997 Agenda Conference. The Agenda Conference is scheduled to begin at 9:30 a.m. in Tallahassee.

Your name has been placed on the list to receive all recommendations and orders in the docket on quality of service (Docket No. 960545-WS). When the recommendation is filed, staff counsel will provide you with a copy. Also, in the cover letter transmitting the recommendation, staff counsel will advise you of the time and place where you may address the Commission panel assigned to this case. Also, as always, you may write the Commission by referencing this docket and sending the correspondence to the Division of Records and Reporting at the address above. Although I do not know what action the Commission will take at this time, please be assured that the Commission is very concerned about the quality of water which you are receiving from Aloha Utilities.

In your letter, you also expressed concern about the Commission's ability to audit or monitor the processes of this utility. Section 367.156(1), Florida Statutes, specifically provides that the Commission "shall continue to have reasonable access to all utility records and records of affiliated companies." Also, pursuant to Rule 25-30.110, Florida Administrative Code, the utility must file an annual report. Therefore, the Commission does have the means to monitor this utility, and does regulate the utility.

Sincerely,

Julia L. Johnson  
Chairman

JLJ/dr

cc: Division of Legal Services (Jaeger)