

M E M O R A N D U M

June 23, 1998

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.

Please place the attached letter dated June 17, 1998, in the docket file.

RRJ/lw

Attachment

cc: Division of Water and Wastewater (Crouch, McRoy, Moniz,
Rendell, Starling)
F. Marshall Deterding, Esquire
James Goldberg
Office of Public Counsel (McLean)

ACK _____
AFA _____
APP _____
CAF _____
CMU _____
CTR _____
EAG _____
LEG _____
LIN _____
OPC _____
RCH _____
SEC 1
WAS _____
OTH _____

DOCUMENT NUMBER-DATE

06633 JUN 23 88

FPSC-RECORDS/REPORTING

LAW OFFICES

ROSE, SUNDSTROM & BENTLEY, LLP

2548 BLAIRSTONE PINES DRIVE
TALLAHASSEE, FLORIDA 32301

(850) 877-6555

CHRIS H. BENTLEY, P.A.
F. MARSHALL DETERING
MARTIN S. FRIEDMAN, P.A.
JOHN R. JENKINS, P.A.
STEVEN T. MINDLIN, P.A.
DAREN L. SHEPPY
WILLIAM E. SUNDSTROM, P.A.
DIANE D. TREMOR, P.A.
JOHN L. WHARTON

MAILING ADDRESS
POST OFFICE BOX 1567
TALLAHASSEE, FLORIDA 32302-1567

TELECOPIER (850) 656-4029

ROBERT M. C. ROSE
OF COUNSEL

June 17, 1998

VIA HAND DELIVERY

Ralph Jaeger, Esquire
Division of Legal Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399

Re: Aloha Utilities, Inc.; Docket No. 960545-WS
Water Quality Survey
Our File No. 26038.17

Dear Ralph:

I have just become aware of an article published in the "Suncoast News" this morning with various quotes from you about the results of the Survey. While I understand that these were preliminary figures, they raised a great deal of concern with my client and myself. The results as stated disregard the plain negotiated wording of the Survey itself, and are therefore misleading.

After much discussion between the parties, the Survey plainly said in the only bold language included therein: **"However, if you fail to return this Survey, the Commission will assume that you are satisfied with the quality of your water service provided by Aloha Utilities, Inc."**. The Survey also made it infinitely clear that it was **"imperative"** that customers respond. I would take this, and I believe any reasonable person would take this, to mean that those who did not respond, believe service is satisfactory. Therefore, the results of the Survey must be stated in terms of total customer base and not in terms of respondents. To do otherwise is very misleading and contrary to the plain wording of the Survey.

I have attached hereto the summary of the Survey results which I believe much more accurately reflects the results of the Survey than those that were published in the "Suncoast News". I certainly hope that the final results of the Survey, which I understand are to

Mr. Ralph Jaeger
June 17, 1998
Page 2

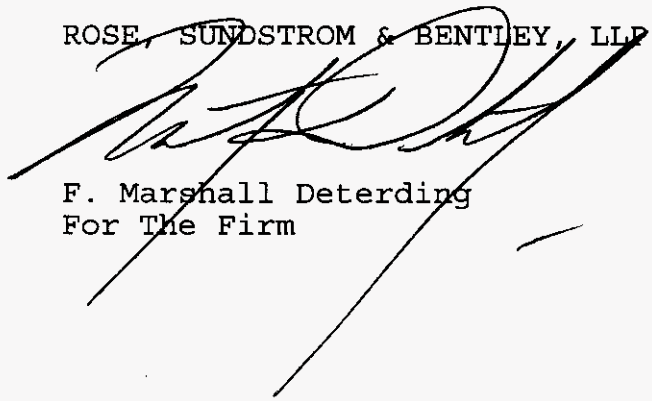
be issued later today, will not contain such wholly misleading information again.

I have also attached for your information analysis of the results by subdivision as accumulated by Aloha. Hopefully, this will help you to understand that in the great majority of subdivisions are satisfied with the service provided by Aloha, and that there are many persons within the same subdivisions who apparently feel very differently about the various aspects of the quality of water received.

Should you have any questions with regard to this analysis or my concerns as outlined above, please let me know.

Sincerely,

ROSE, SUNDSTROM & BENTLEY, LLP



F. Marshall Deterding
For The Firm

FMD/tmg

Enclosures

cc: Mr. Bob Crouch, P.E.
Mr. James McRoy
Mr. John M. Starling
Mr. Charles H. Hill

aloha\17\4jaeger.fmd

Summary of Survey Results

Total Number of Surveys Mailed	8643	Percentage of Customer Base	Percentage Satisfied
Total Number of Surveys Returned	3707	42.89%	
Total Number of Surveys Reporting Discolored Water (Yes Answer to Question #1)	2559	29.61%	70.39%
Total Number of Surveys Reporting Taste and Odor Problems (No Answer to Question #2)	2191	25.35%	74.65%
Total Number of Surveys Reporting Pressure Problems (No Answer to Question #3)	1444	16.71%	83.29%
Customers Willing to Pay Increased Rates	505	5.84%	
Customers Willing to Pay Increased Rates Above 50%	35	0.40%	
Respondents Who Have Home Treatment Units (Percentage of Respondents Only)	2098	56.80%	
Respondents Who Don't Know if They Have Treatment Units	36	0.97%	

Odor and Taste by Subdivision

Subdivision	No Answer Ques. #2	Percentage of Customer Base Reporting Problem	Percentage in Subdivision Reporting Problem	Percentage in Subdivision Satisfied
<i>Ashley Place Apts</i>	42	0.49%	24.85%	75.15%
<i>Chelsea Place</i>	88	1.02%	62.86%	37.14%
<i>Commercial</i>	11	0.13%	5.45%	94.55%
<i>Country Place</i>	129	1.49%	32.49%	67.51%
<i>Cypress Lakes</i>	60	0.69%	42.55%	57.45%
<i>Don't know</i>	43	0.50%		
<i>Foxhollow</i>	23	0.27%	10.22%	89.78%
<i>Foxwood</i>	7	0.08%	9.09%	90.91%
<i>Heritage Lakes</i>	291	3.37%	31.19%	68.81%
<i>Hills of San Jose</i>	11	0.13%	22.92%	77.08%
<i>Millpond</i>	140	1.62%	19.23%	80.77%
<i>Natura</i>	12	0.14%	41.38%	58.62%
<i>Nature's Hideaway</i>	82	0.95%	24.05%	75.95%
<i>Oak Creek Apts</i>	3	0.03%	1.85%	98.15%
<i>Park Lake Estates</i>	122	1.41%	17.38%	82.62%
<i>Plantation</i>	12	0.14%	44.44%	55.56%
<i>River Oaks</i>	6	0.07%	15.00%	85.00%
<i>Riveria</i>	13	0.15%	48.15%	51.85%
<i>Riverside</i>	115	1.33%	25.44%	74.56%
<i>Spring Haven</i>	9	0.10%	22.50%	77.50%
<i>Trinity Oaks</i>	165	1.91%	39.76%	60.24%
<i>Veterans Village</i>	387	4.48%	19.02%	80.98%
<i>Veterans Villas</i>	7	0.08%	2.73%	97.27%
<i>Viceroy Condo</i>	1	0.01%	10.00%	90.00%
<i>Woodbend</i>	19	0.22%	36.54%	63.46%
<i>Woodgate</i>	34	0.39%	38.64%	61.36%
<i>Woodtrail</i>	110	1.27%	29.10%	70.90%
<i>Wyndtree</i>	249	2.88%	54.97%	45.03%
TOTALS	2191	25.35%		74.65%

Pressure Problems by Subdivision

Subdivision	No Answer Ques. #3	Percentage of Customer Base Reporting Problem	Percentage in Subdivision Reporting Problem	Percentage in Subdivision Satisfied
<i>Ashley Place Apts</i>	19	0.22%	11.24%	88.76%
<i>Chelsea Place</i>	47	0.54%	33.57%	66.43%
<i>Commercial</i>	4	0.05%	1.98%	98.02%
<i>Country Place</i>	47	0.54%	11.84%	88.16%
<i>Cypress Lakes</i>	58	0.67%	41.13%	58.87%
<i>Don't know</i>	26	0.30%		
<i>Foxhollow</i>	27	0.31%	12.00%	88.00%
<i>Foxwood</i>	5	0.06%	6.49%	93.51%
<i>Heritage Lakes</i>	233	2.70%	24.97%	75.03%
<i>Hills of San Jose</i>	6	0.07%	12.50%	87.50%
<i>Millpond</i>	107	1.24%	14.70%	85.30%
<i>Natura</i>	8	0.09%	27.59%	72.41%
<i>Nature's Hideaway</i>	51	0.59%	14.96%	85.04%
<i>Park Lake Estates</i>	105	1.21%	14.96%	85.04%
<i>Plantation</i>	7	0.08%	25.93%	74.07%
<i>River Oaks</i>	2	0.02%	5.00%	95.00%
<i>Riveria</i>	6	0.07%	22.22%	77.78%
<i>Riverside</i>	79	0.91%	17.48%	82.52%
<i>Spring Haven</i>	2	0.02%	5.00%	95.00%
<i>Trinity Oaks</i>	137	1.59%	33.01%	66.99%
<i>Veterans Village</i>	194	2.24%	9.53%	90.47%
<i>Veterans Villas</i>	1	0.01%	0.39%	99.61%
<i>Woodbend</i>	12	0.14%	23.08%	76.92%
<i>Woodgate</i>	18	0.21%	20.45%	79.55%
<i>Woodtrail</i>	98	1.13%	25.93%	74.07%
<i>Wyndtree</i>	145	1.68%	32.01%	67.99%
TOTALS	1444	16.71%		83.29%

Discolored Water by Subdivision

Subdivision	Yes Answer Ques. #1	Percentage of Customer Base Reporting Problem	Percentage in Subdivision Reporting Problem	Percentage in Subdivision Satisfied
<i>Ashley Place Apts</i>	45	0.52%	26.63%	73.37%
<i>Chelsea Place</i>	114	1.32%	81.43%	18.57%
<i>Commercial</i>	12	0.14%	5.94%	94.06%
<i>Country Place</i>	120	1.39%	30.23%	69.77%
<i>Cypress Lakes</i>	70	0.81%	49.65%	50.35%
<i>Don't know</i>	48	0.56%		
<i>Foxhollow</i>	30	0.35%	13.33%	86.67%
<i>Foxwood</i>	7	0.08%	9.09%	90.91%
<i>Heritage Lakes</i>	390	4.51%	41.80%	58.20%
<i>Hills of San Jose</i>	12	0.14%	25.00%	75.00%
<i>Millpond</i>	131	1.75%	20.74%	79.26%
<i>Natura</i>	16	0.19%	55.17%	44.83%
<i>Nature's Hideaway</i>	83	0.96%	24.34%	75.66%
<i>Oak Creek Apts</i>	3	0.03%	1.85%	98.15%
<i>Park Lake Estates</i>	146	1.69%	20.80%	79.20%
<i>Plantation</i>	14	0.16%	51.85%	48.15%
<i>River Oaks</i>	7	0.08%	17.50%	82.50%
<i>Riveria</i>	18	0.21%	66.67%	33.33%
<i>Riverside</i>	141	1.63%	31.19%	68.81%
<i>Spring Haven</i>	15	0.17%	37.50%	62.50%
<i>Trinity Oaks</i>	192	2.22%	46.27%	53.73%
<i>Veterans Village</i>	429	4.96%	21.08%	78.92%
<i>Veterans Villas</i>	10	0.12%	3.91%	96.09%
<i>Viceroy Condo</i>	1	0.01%	10.00%	90.00%
<i>Woodbend</i>	27	0.31%	51.92%	48.08%
<i>Woodgate</i>	43	0.50%	48.86%	51.14%
<i>Woodtrail</i>	120	1.39%	31.75%	68.25%
<i>Wyndtree</i>	295	3.41%	65.12%	34.88%
TOTALS	2559	29.61%		70.39%

Different Water Colors Reported by Customers

Color Codes: A=Black B=Grey C=Brown D=Red E=Blue F=Green G=Milky White H=Other

	0
A	688
AB	165
ABC	26
ABCD	3
ABCDG	1
ABCDH	1
ABCF	1
ABCG	2
ABCGH	1
ABCH	5
ABD	8
ABEFGH	1
ABF	3
ABFH	1
ABG	6
ABH	7
AC	80
ACD	3
ACDG	1
ACDH	1
ACF	1
ACG	4
ACH	5
AD	11
AE	1
AEF	1
AF	5
AFH	2
AG	21
AGH	1
AH	24
B	467
BC	47
BCD	1
BCEFG	1
BCF	1
BCFGH	1
BCFH	1
BCG	5
BCH	1
BD	7
BDG	1
BE	1
BF	5
BFG	1
BG	24
BGH	1

BH	18
C	535
CD	15
CDG	3
CE	2
CF	12
CFH	1
CG	36
CH	13
D	23
DE	1
DG	3
E	3
EF	1
F	10
FG	1
FH	2
G	85
GH	1
H	128