

ORIGINAL

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

ALOHA UTILITIES, INC.

INVESTIGATION OF UTILITY RATES IN PASCO COUNTY, FL

DOCKET NO. 960545-WS

RECEIVED-FPSC
00 MAY -9 PM 4: 15
RECORDS AND
REPORTING

AFA	_____
APP	_____
CAF	_____
CMU	_____
CTR	_____
EAG	_____
LEG	<u>2</u>
MAS	<u>370g</u>
OPC	_____
RRR	_____
SEC	<u>1</u>
<u>WAW</u>	_____
OTH	_____

*Exhibits placed w/ heavy exhibits
for*

LATE-FILED EXHIBIT NO. 13
Utility Response to Customer Concerns
and
King Outside Filter Report

RECEIVED & FILED

[Signature]
FPSC-BUREAU OF RECORDS

DOCUMENT NUMBER-DATE

05763 MAY-98

FPSC-RECORDS/REPORTING

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

ALOHA UTILITIES, INC.
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DOCKET NO. 960545-WS

RECEIVED-FPSC
03 MAY -9 PM 4: 16
RECORDS AND
REPORTING

LATE-FILED EXHIBIT NO. 14
Map Showing Location of Wells and Subdivisions

RECEIVED & FILED

FPSC-BUREAU OF RECORDS

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

RECEIVED-PPSC

ALOHA UTILITIES, INC.
INVESTIGATION OF UTILITY RATES IN PASCO COUNTY, FL
DOCKET NO. 960545-WS

MAY -9 PM 4:16

RECORDS AND
REPORTING

LATE-FILED EXHIBIT NO. 19

Water Quality Complaints by Subdivision for 1999 Identifying Type of Complaint


and

Total Number of Water Quality Complaints by Subdivision for 1997-1999

and

First Report of "Black Water"

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FPSC BUREAU OF RECORDS

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ALOHA UTILITIES, INC.
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MAY -9 PM 4:17
RECORDS AND
REPORTING

Attached are the two newsletters published by the Utility. In the Fall of 1996, the first "Water News" was sent to each customer in order to provide them with an explanation of the potential causes of the water discoloration problems that some were experiencing, and what the Utility was doing in an attempt to address those problems. The Fall 1997 newsletter provided more detail on the results of the corrosion control program, and information about the likely choices available to the Utility Company in order to attempt to address water quality concerns, and their effect on customer rates.

Finally, attached is a copy of the copper sulfide information packet that Aloha began providing the customers of the Utility on January 28, 1998. After that date, anytime a water quality complaint was investigated that appeared to be related to copper sulfide, the customer was provided with this packet. This information packet includes a letter outlining potential causes of the problem; information from a water heating company concerning flushing of hot water systems; an explanation of the ways in which the corrosion problems occur; and the locations where similar problems have been reported throughout the state.

After Mr. Watford had testified that the Commission and the DEP staff both reviewed the information provided in the packet, one of the Commissioners requested that the Utility provide any documentation that the Commission pre-approved the information contained in the packet. Mr. Watford clearly stated that there was no official approval by either agency, but that the packet had been shown to engineering staff members of both the PSC and the DEP prior to its distribution, and that both had offered comments informally. No formal approval was requested or obtained, as noted in Mr. Watford's Testimony.

LATE-FILED EXHIBIT NO. 27
Newsletter and Pamphlets Provided by Aloha to Customers

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FRSC-BUREAU OF RECORDS