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RECORDS AND REPORTING



JACK SHREVE  
PUBLIC COUNSEL

STATE OF FLORIDA  
OFFICE OF THE PUBLIC COUNSEL

c/o The Florida Legislature  
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Tallahassee, Florida 32399-1400  
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May 19, 2000

Ms. Blanca S. Bayó, Director  
Division of Records and Reporting  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0870

RE: Docket No. 960545-WS

Dear Ms. Bayó:

Enclosed is an original and fifteen copies of Citizens Post Hearing Statement for filing in the above referenced file.

Also enclosed is a 3.5 inch diskette containing the Citizens Post Hearing Statement in WordPerfect for Windows 6.1. Please indicate receipt of filing by date-stamping the attached copy of this letter and returning it to this office. Thank you for your assistance in this matter.

Sincerely,

Stephen M. Presnell  
Associate Public Counsel

- AFA \_\_\_\_\_
  - APP \_\_\_\_\_
  - CAF \_\_\_\_\_
  - CMW \_\_\_\_\_
  - CTR \_\_\_\_\_
  - EAG \_\_\_\_\_
  - LEG \_\_\_\_\_
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DOCUMENT NUMBER-DATE

06263 MAY 19 8

FPSC-RECORDS/REPORTING

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

IN RE: Investigation of utility )  
rates of Aloha Utilities, Inc. )  
in Pasco County )  
\_\_\_\_\_ )

DOCKET NO. 960545-WS  
FILED: May 19, 2000

CITIZENS POST HEARING STATEMENT

The Citizens of the State of Florida, by and through JACK SHREVE, Public Counsel, file this their Post Hearing Statement of Issues and Positions.

ISSUES AND POSITIONS

**ISSUE 1:** Is the quality of service provided by the utility satisfactory?

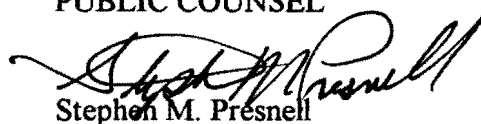
**POSITION:** \*No. The quality of service is still unsatisfactory.\*

**ISSUE 2:** What action, if any, should the Commission require the utility to take to improve the quality of service?

**POSITION:** \*The Commission should order Aloha to undertake a comprehensive testing program to determine the causes of the quality of service problems and to develop cost effective solutions within 90 days. These activities should be open to review by the Citizens. Aloha should consider oxidizing pressure filters, aeration and other measures.\*

Respectfully submitted,

JACK SHREVE  
PUBLIC COUNSEL



Stephen M. Presnell  
Associate Public Counsel  
111 W. Madison St.  
Tallahassee, Florida 32399

Attorney for the Citizens of the  
State of Florida

DOCUMENT NUMBER-DATE

06263 MAY 19 8

FPSC-RECORDS/REPORTING

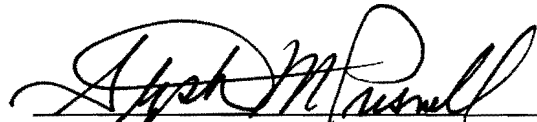
**CERTIFICATE OF SERVICE**  
**DOCKET NO. 960545-WS**

I HEREBY CERTIFY that a true copy of the foregoing Citizens Post Hearing Statement has been served by United States Mail or (\*) by hand delivery upon the following parties on this the 19th day of May, 2000:

Ralph Jaeger, Esquire(\*)  
Division of Legal Services  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

F. Marshall Deterding, Esquire  
John L. Wharton, Esquire  
Rose, Sundstrom & Bentley, LLP  
2548 Blairstone Pines Drive  
Tallahassee, FL 32301

Representative Mike Fasano  
8217 Massachusetts Avenue  
New Port Richey, FL 34653

  
\_\_\_\_\_  
Stephen M. Presnell  
Assistant Public Counsel