

FLORIDA PUBLIC SERVICE COMMISSION

VOTE SHEET

JUNE 20, 2000

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

Issue a: Should the Commission grant the Office of Public Counsel's Motion to Strike Exhibit Testimony which requested that the utility's Late-Filed Exhibit 13 be stricken in its entirety?

Recommendation: The Office of Public Counsel's Motion to Strike Exhibit Testimony should be granted in part and denied in part. The second full paragraph on page 2 of the exhibit and the attached newspaper article should be stricken in their entirety. The rest of Late-Filed Exhibit 13 should be admitted.

APPROVED

COMMISSIONERS ASSIGNED: CL JC JB

COMMISSIONERS' SIGNATURES

MAJORITY

DISSENTING

Susan J Clark
Mark J. ...
[Signature]

REMARKS/DISSENTING COMMENTS:

DOCUMENT NUMBER-DATE

07545 JUN 21 8

FPSC-RECORDS/REPORTING

JUNE 20, 2000

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

Recommendation: Yes. The utility's overall quality of service is ~~satisfactory~~ given the inherent conditions of the area's raw water supply. Water quality is meeting all EPA and DEP standards and the operational conditions of the plant are satisfactory. However, customer satisfaction appears to be marginal. Until the black water problem is resolved, customers will not be satisfied with overall quality of service.

marginal

MODIFIED

Approved with noted modification

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

Recommendation: Consistent with the public interest, the Commission should:

1) Order Aloha to immediately ~~begin a pilot project to identify~~ the best available treatment alternative to enhance the water quality and to diminish the tendency of the water to produce copper sulfide in the customers' homes. Aloha should be required to file monthly reports with the PSC indicating the status of permitting and construction for the pilot project and the results of the pilot project on the quality of water.

2) Aloha should be ordered to file an application to revise its service availability charges by February 1, 2001, in accordance with Rule 25-30.565, Florida Administrative Code.

3) Aloha should be ordered to increase its water plant capacity charge for the Seven Springs system from \$163.80 per ERC to \$500 per ERC, on a temporary basis, subject to refund, pending the utility filing a service availability application, and approval of a final charge by the Commission. Revised tariff sheets and a proposed customer notice should be filed within thirty days of the Commission's vote to reflect the \$500 plant capacity charge. The approved charge should be effective for connections made on or after the stamped approval date on the tariff sheets pursuant to Rule 25-30.475(2), Florida Administrative Code, provided the appropriate notice, pursuant to the staff analysis, has been made.

implement

using

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The utility should be required to set up an escrow account to guarantee the funds collected subject to refund, as set forth in the staff analysis portion of staff's June 8, 2000, memorandum. The utility should be required to deposit, on a timely basis, the difference between its plant capacity charge of \$163.80 per ERC and the \$500 per ERC charge, in escrow.

Pursuant to Rule 25-30.360(6), Florida Administrative Code, the utility shall provide a report by the 20th of each month indicating the monthly and total monies collected subject to refund. Should a refund be required, the refund should be with interest and undertaken in accordance with Rule 25-30.360, Florida Administrative Code.

4) The Commission's Bureau of Regulatory Review should conduct a management and operational audit of Aloha's management performance, operating procedures, relations with customers and the public generally, as provided by Section 350.117, Florida Statutes.

MODIFIED

Approved with noted modification.

Additionally, staff is directed to bring a proposal to Internal Affairs for a plan to work with the appropriate agencies and levels of government to address present customers' concerns

Issue 3: Should this docket be closed?

Recommendation: No. This docket should remain open until the utility has filed its application to revise its service availability charges. After such time, this docket should be closed administratively.

APPROVED

with respect to the black water problem