

ORIGINAL

Mr. & Mrs. E.O. Wood
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July 22, 2000

Director, Division of Records and Reporting
Public Service Commission
Capital Circle Office Center
2540 Shumard Blvd.
Tallahassee, Fl. 32399-0850

Dear Madam:

Re: Investigation of Aloha Utilities Inc. in Pasco County. Docket No. 960545 WS.
Order No. PSC-00-1285-FOF-WS Issued July 14, 2000.

I was very disappointed in the ruling of the Commission issued on July 14, 2000 regarding Aloha Utilities (Docket No. 960545-WS). I believe that Aloha Utilities should supply clean, clear water to all of its customers. I think that the Commission sent a message to Aloha that it is "ok" to supply dirty, filthy water, if you can find a loophole that might let you off the hook. The corrosive water that Aloha supplies, does not make for clean, clear water in the home.

Every contractor that worked on my home met the regulations set forth by the State of Florida and County of Pasco for building materials and system procedures. With the knowledge of the materials going into the home then why isn't the supplier of water required to treat the water, and remove the corrosive elements that interact with the plumbing. Since Aloha has a monopoly on the water supplied to my home the State of Florida (which licensed the monopoly) must do something to force compliance to a clean water standard.

I read the order with much disappointment in the ruling adopted by the PSC. There was little attention, if any, paid to the testimony of the customers. It appears that the order was issued based on the testimony of the utilities' representatives. Two sessions were devoted to the testimony of 46 customers, while two days were devoted to "expert" testimony. Of that time most of it was given to Aloha representatives Porter and Watford. Exhibit 13 was never published and I can only believe that it concerned Mr. Porter's visits to customers' homes. Why was Aloha given the opportunity to visit customers' homes and report back to the commission its bias testimony, when the customers were not permitted to testify at the April 25, 2000 hearing to rebut Mr. Porter's testimony. I do have a tape of the half truths that were left on my answering machine attempting to intimidate me, to let Mr. Porter into my home. A copy of the message had been sent to the Commission in a previous letter.

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No mention has ever been made that those homes serviced by Wells 8 and 9 have never been tested under the lead and copper rule. No mention was made that Aloha was not in compliance with the rule prior to Dec 1997. All of these items were testified to at the hearings. Statistically the sampling does not measure the quality of water coming from the customer taps because the samples were taken in a small concentrated area. It was also pointed out at the hearing that the water supplied to Aloha Gardens does not have the "Black Water Problem" but it was further stated the this water came from Pasco Co. Utilities thru the Aloha System. Does Pasco County have a better treatment system?

The utility has admitted that the customers are not satisfied. If that is the case, why haven't they done something about the situation? Since the hearings in 1996 they have sat on their hands. and have only asked the regulatory bodies to tell them what to do. They do this because if they initiate something on their own maybe someone won't reimburse them. Any business that wanted to stay in business would have solved this problem long ago. Only state regulated monopolies could get away with what the Aloha Seven Springs Customers have been forced to live with. Based on the facts in this case the Quality of Service provided by Aloha Utility is Unsatisfactory.

The pilot project is great, but during that period of time each family in the service area must incur the cost of purchasing drinkable water, and the time, effort, and cost of flushing and cleaning the fixtures messed up by the filthy black scum that pours forth from the faucet. Why isn't the utility forced to compensate the customers for same. I do not believe that Aloha should be compensated for the treatment process since we have been paying for clean clear water for years and getting slug. The excess profits that should have been going to fix the system went into the pockets of the utility owners as profit.

I am tired of hearing staff members saying everything is all right, close the case so we won't be bothered. In typical Aloha fashion the hydrant flushing program, part of the clean water program, also has ceased.

I am writing this letter to you as an appeal to the ruling. I request that you would not close Docket Number 960545-WS. I would hope that you would hold additional Public Hearings in Pasco County on this issue, so that all the customers may have a chance to express their concerns and rebut the "expert" testimony.

Sincerely,



Edward O. Wood

CC: Representative Mike Fasano