

MEMORANDUM

December 27, 2000

TO: DIVISION OF RECORDS AND REPORTING (BAYO)
FROM: DIVISION OF LEGAL SERVICES (JAEGER)
RE: DOCKET NO. 991643-SU - APPLICATION FOR INCREASE IN WASTEWATER RATES IN SEVEN SPRINGS SYSTEM IN PASCO COUNTY BY ALOHA UTILITIES, INC.

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RECORDS AND REPORTING

LETTER RECEIVED FROM MR. AND MRS. J.J. ASPINALL CONCERNING IMPLEMENTATION OF RATES BY ALOHA UTILITIES, INC.

Please place the attached letter dated December 22, 2000, from Mr. and Mrs. J.J. Aspinall in the above-referenced docket file.

Thank you.

RRJ/lw

cc: Division of Economic Regulation (Fletcher)

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12/22/2000

Mr. Ralph R. Jaeger
Senior Attorney
Public Service Comm.
Tallahassee, Fl. 32399

Dear Mr. Jaeger,

Over the last few years, we as customers of the Aloha Utilities Co. have had to put up with a lot of bad water, not to mention the high price of their sewer rates.

These above mentioned people, over the years have acted like they can do as they well please. The inclosed write up, will give you another sampling of their way of doing business in this community, showing total disregard for any rules that effect them. (See attached article)

The inclosed "Opinion" article also shows you what the average customer of Aloha thinks of them.

We trust that you people will not approve such an out of line rate increase, as these people in my honest opinion are professional crooks, out to take us all in. Please do what you can to see them put down, as they should be.

Sincerely,



Mr. & Mrs J.J. Aspinall
4730 Portland Manor Drive
New Port Richey, Fl. 34655

cc J. Terry Deason Chairman



Utility water usage could result in fine

■ Swiftmud says Aloha Utilities has been overpumping about 800,000 gallons per day for the past five months.

By **MATTHEW WAITE**
Times Staff Writer

NEW PORT RICHEY — Aloha Utilities will be fined more than \$81,000 by the Southwest Florida Water Management District if the company doesn't stop overpumping more than 800,000 gallons of water a day from its wells, the district's attorney said Wednesday.

Bill Bilenky, the general counsel for Swiftmud, said the Governing Board voted Tuesday to start a process to get the

private utility to comply with Swiftmud regulations or pay the fine.

"It's meant to bring about compliance," Bilenky said. "We don't want the money."

Attempts to reach Aloha officials Wednesday afternoon were unsuccessful. The utility serves 12,397 water customers and 11,688 wastewater customers in the Aloha Gardens and Seven Springs areas.

The board vote means that on Friday, district attorneys will draw up a consent order, which will give Aloha a series of requirements to fulfill to avoid the fine. If company officials sign it, the fine is dropped. If they don't, the dispute could go to an administrative hearing and eventually circuit court.

Permit holders found overpumping were sent a letter late last month telling

them to stop, or submit a plan to stop, within 30 days. Aloha was one of three Pasco permit holders notified, with the city of Port Richey and River Ridge Golf Club the other two.

Bilenky said Port Richey submitted a plan to get into compliance, and the golf course still was in a grace period. Both weren't discussed at Tuesday's board meeting.

However, Swiftmud records show Aloha for the past five months has been taking 700,000 to 800,000 gallons per day over the 2.8-million gallons it is allowed to take under its permit from Swiftmud.

The utility was first notified of overpumping in April 1999, Bilenky said. He said the utility responded then that the

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problem would be fixed when they tied their water lines into Pasco County's utility system.

Bilenky said the Pasco tie-in was listed as a reason on the two other responses to notices the utility sent the district, as well as increased demand.

He said no concrete action was seen by Swiftmud to see that connection made, and the board voted to start the fine procedure.

"You can't have a regulatory entity without consequences," Bilenky said. "The effort here is to bring about a change."

State Rep. Mike Fasano, the utility's most outspoken critic, said good luck in getting Aloha to change.

"Get in line," the Republican from New Port Richey said, listing a handful of other state agencies the utility has crossed. "Take a number."

"It's just a continuation on the part of Aloha to ignore the rules and regulations."

— Staff writer Matthew Waite can be reached in west Pasco at 869-6247 or (800) 333-7505, ext. 6247. His e-mail address is waite@sptimes.com.

OPINION

LETTERS

Aloha request is slicker than its oily water

Editor: I am writing to complain about the rate increase for Aloha Utilities, serving the Seven Springs area of Pasco County (Docket 9916x43-su).

This company has a long history of questionable dealing, poor service and a product only a monopoly could sell. Even Aloha does not have the gall to ask for a water rate increase, so it asks for a sewer rate increase. Who can complain about the stuff that goes out of the house? It is the stuff they send back that is bad. (Pretty slick, huh?) If anyone believes that copper pipes are the cause of the black, oily, greasy sludge we get for drinking water, then I want to sell them something.

Before any rate increase is considered, the irrigation and outside water should be put on a separate meter and the purple and black sludge we have that runs down the drain should be taken care of. What company but Aloha could ask for a sewage rate increase to treat water that is sent into the house almost like sewage and cannot be used, then drained back to treat again? Only in Florida!

Then, it has the nerve to ask the customers to pay for a new office building to give them a new place to provide a product no one can use. Unbelievable!

Frank and Dorothy Walters
New Port Richey