

DOCKET NO: 010503 - WU Application for increase in water rates for Seven Springs System in Pasco County by Aloha Utilities, Inc.

WITNESS: Direct Testimony of Richard Durbin, appearing on Behalf of Staff

DATE FILED: November 20, 2001

ART	_____
CAF	_____
UMP	_____
OP	_____
CTR	_____
EDR	_____
LEG	_____
OPC	_____
PAI	_____
RGC	_____
SEC	_____
SEP	_____
OTR	_____

DOCUMENT NUMBER DATE
 14784 NOV 20 01
 FPSC-COMMISSION CLERK

DIRECT TESTIMONY OF RICHARD DURBIN

1
2 Q. Would you please state your name and address.

3 A. My name is Richard Durbin; 2540 Shumard Oak Boulevard, Tallahassee,
4 Florida, 32399-0850.

5 Q. By whom are you employed and in what capacity?

6 A. I am employed by the Florida Public Service Commission as a Regulatory
7 Consultant in the Division of Consumer Affairs.

8 Q. Please give a brief description of your educational background and
9 professional experience.

10 A. I graduated from the University of Louisville in 1975 with a Bachelor
11 of Science in Commerce degree.

12 I have worked at the Florida Public Service Commission since 1992 and
13 have held various positions within the Division of Consumer Affairs since
14 that time.

15 Q. What are your present responsibilities with the Commission?

16 A. I work in the Bureau of Complaint Resolution where I am primarily
17 responsible for both initial and continuing education of the analysts. I
18 identify, develop, and maintain training resources including the Division's
19 Intranet. I also serve as the first point of contact when a customer
20 requires a higher level of staff member intervention.

21 Q. What is the purpose of your testimony?

22 A. The purpose of my testimony is to advise the Commission of the number
23 of consumer contacts received by the Commission concerning Aloha Utilities,
24 the nature of the complaints received by the Commission, and the adequacy
25 of the company's response to those complaints.

1 Q. How many consumer contacts concerning Aloha Utilities has the Commission
2 received?

3 A. Attachment JRD-1 is a chart indicating that the Commission received 294
4 consumer contacts between January 1, 1999, and October 31, 2001.

5 Q. How many complaints has the PSC had logged against Aloha Utilities since
6 January 1, 1999?

7 A. Exhibit JRD-2 is a chart indicating that, between January 1, 1999, and
8 October 31, 2001, the PSC logged 193 complaints against Aloha Utilities.

9 Q. In how many of those complaints was it the determination of Staff that
10 Aloha was in apparent violation of the Florida Administrative Code or the
11 company tariff?

12 A. Two. One was a complaint in which it appeared that the company had sent
13 the customer an improper bill. The other apparent violation concerned a delay
14 in connection of service in a timely manner.

15 Q. Has the company responded in a timely manner to the complaints?

16 A. Aloha has provided a response in a timely manner in 92% of the cases that
17 were filed in 1999, 2000, and year-to-date 2001.

18 Q. What were the most common types of complaints the PSC received?

19 A. High bills and water quality concerns, including "black water" complaints,
20 were the two most common complaints.

21 Q. How does the number of complaints filed against Aloha Utilities compare
22 with other, similarly situated, water and wastewater companies?

23 A. Exhibit JRD-3 is a comparison of the number of complaints per 1,000 water
24 customers for similarly situated Water and Wastewater companies. It includes
25 other Class A and B Water and Wastewater companies in Pasco County plus other

1 | selected Class A companies outside of Pasco County.

2 | The chart indicates that Aloha Utilities had 15.16 complaints per 1,000
3 | customers for the period January 1, 1999 through November 13, 2001. Other
4 | companies ranged from a low of .024 complaints per 1,00 customers by Florida
5 | Cities Water Company - Lee County Division to a high of 13.45 complaints per
6 | 1,000 customers by Jasmine Lakes Utility Corporation.

7 | Q. Does this conclude your testimony?

8 | A. Yes it does.

9 |

10 |

11 |

12 |

13 |

14 |

15 |

16 |

17 |

18 |

19 |

20 |

21 |

22 |

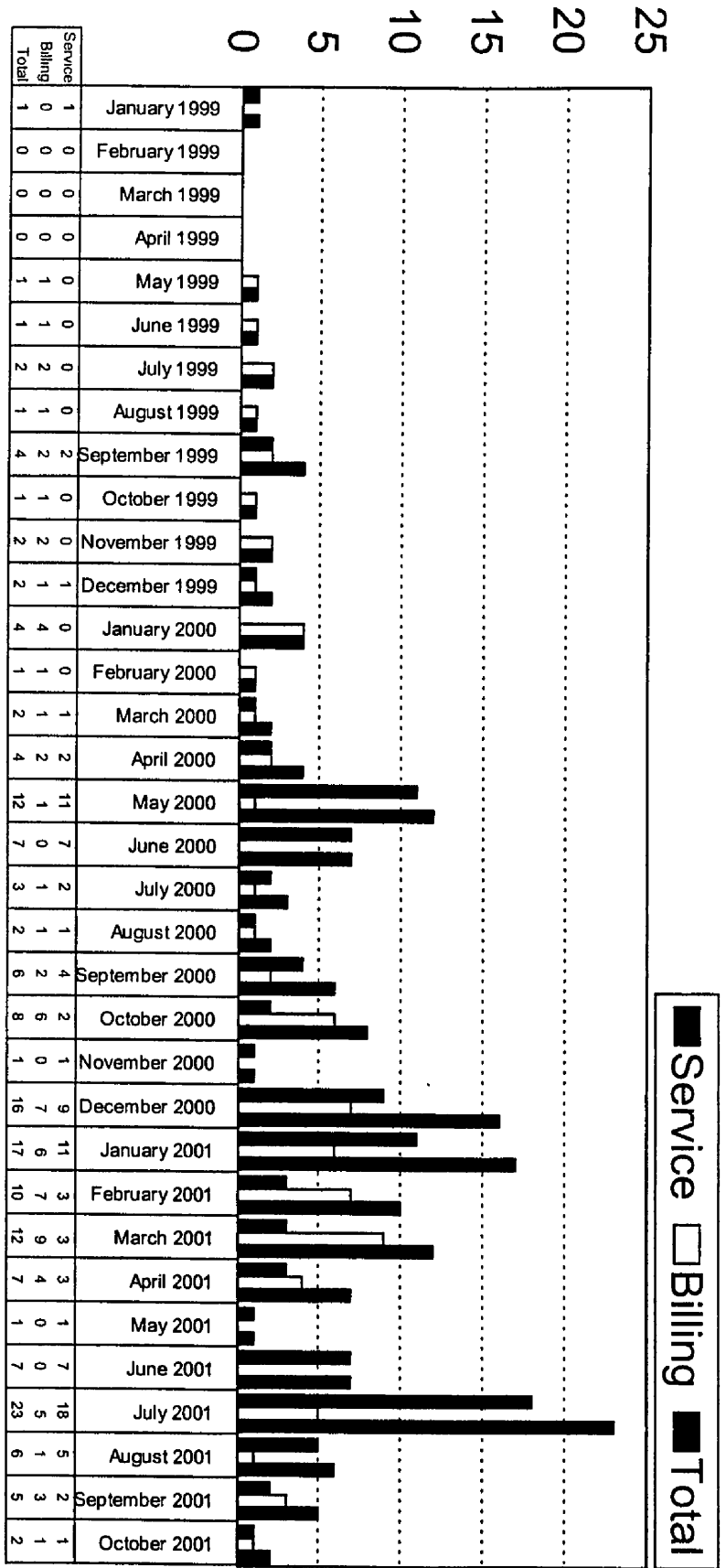
23 |

24 |

25 |

Aloha Utilities, Inc.

Complaints Filed



1999 - October 2001

Source: Monthly FPSC Consumer Activity Reports

Company Name	Complaints 1999 - 2001 (1)	Number of water customers (2)	Complaints per 1,000 customers
Aloha Utilities	193	12,732	15.16
Florida Cities Water Company - Lee County Division	6	25,096	0.24
Florida Public Utilities Company (Fernandina Beach System)	4	6,866	0.58
Florida Water Services	161	25,738	6.26
Forest Hills Utilities, Inc.	9	2,264	3.98
Jasmine Lakes Utilities Corporation	21	1,561	13.45
Lindrick Service Corporation	31	2,351	13.19
Mad Hatter Utility, Inc.	11	2,156	5.10
Marion Utilities, Inc.	5	4,568	1.09
United Water Florida, Inc.	105	32,256	3.26
(1) Source: Consumer Activity Tracking System (2) Source: Water and/or Wastewater Annual Report for year ending 12/31/2000			