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ROBERT M. C ROSE
OF COUNSEL

January 29, 2002
VIA HAND DELIVERY

Blanca S. Bayo, Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: Aloha Utilities, Inc.; PSC Docket No. 010503-WU
Our File No. 26038.35

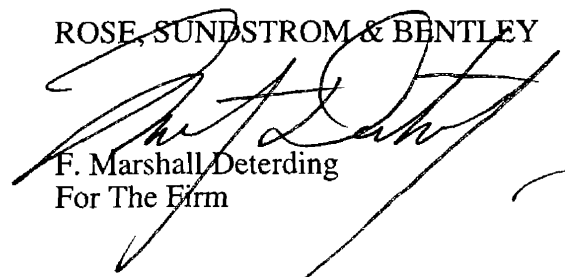
Dear Ms. Bayo:

Attached in accordance with the requirements of the Commission in the above-referenced case, is Late-Filed Exhibit No. 37 "Responses to Customer Hearing" to be filed in this docket. I am enclosing 15 copies of this document. A copy has been sent to each of the parties of record by regular mail.

The Utility has attempted to thoroughly investigate and provide a detailed analysis of the concerns expressed by each of thirty customers at hearing. Should you or any members of the Commission or the staff have any further questions with regard to any of the concerns expressed by these customers, or concerning this Late-Filed Exhibit, please do not hesitate to contact me.

Sincerely,

ROSE, SUNDSTROM & BENTLEY



F. Marshall Deterding
For The Firm

AUS _____
CAF _____
CMP _____
COM 3/29 EMD/tms
CTR _____
ECR _____ cc:
GCL _____
OPC _____
MMS _____
SEC _____
OTH Chris

cc: Mr. Edward Wood
Stephen Burgess, Esq.
Michael Fasano
Margaret Lytle
Mr. Stephen Watford
Robert C. Nixon, CPA
David Porter, P.E.

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FPSC-COMMISSION CLERK

**DOCKET #010503-WU
ALOHA UTILITIES, INC.
LATE FILE EXHIBIT #37
RESPONSES TO CUSTOMER HEARING**

Introduction

As directed by the Commission, Aloha has prepared this exhibit which provides detailed service history information concerning each customer that testified at the recent hearing. We attempted to contact each customer to arrange an in-home visit by the company's consulting engineer, David Porter, P.E. These visits were to determine the type of piping used in the home, to obtain detailed information regarding any problems that the customers might be experiencing, to take samples where customers identified they were having problems and to answer any technical questions the customers might have. Of the thirty customers who testified at the recent hearing, fifteen allowed our engineer to come to their home. These visits were accomplished on January 17, 2002 and January 18, 2002. Four of the customers we contacted never returned our calls and ten declined our request citing either no need or a scheduling conflict on their part that could not be resolved within the timeframe available.

At each home that he did visit Mr. Porter took samples of the water coming into the home and inquired of the customers where they had the most trouble inside their homes. These locations were used for the interior samples. Nowhere during any of the visits was anything other than clean, clear water seen. No customer was able to show Mr. Porter any discolored water during his visits.

The first day of Mr. Porters visits the weather was overcast and rainy, therefore the pictures taken are not as clear as the pictures taken on the second day, however, it is still obvious that the water was clear, with no discoloration whatsoever.

Regarding the visits to the customer's homes, Aloha wishes to thank each and every customer that allowed our engineer to visit their home.

**DOCKET #010503-WU
ALOHA UTILITIES, INC.
LATE FILED EXHIBIT #37
RESPONSES TO CUSTOMER HEARING**

Service Order History

Fasano, Michael

4705 Tiburon Drive

Mr. Fasano has been a customer of Aloha Utilities since September 1993.

At hearing, Mr. Fasano voiced concerns with the following:

- 1.) water discoloration,
- 2.) odor,
- 3.) low pressure,
- 4.) fines levied to Aloha by SWFWMD,
- 5.) Aloha being in violation of DEP rules,
- 6.) increasing of impact fees,
- 7.) Aloha installing illegal taps at customers homes,
- 8.) discolored water from a fire hydrant,
- 9.) the pilot project status,
- 10.) a bill insert provided to Aloha customers,
- 11.) customer flushing water in their homes,
- 12.) the utility ignoring complaints from customers,
- 13.) the availability of reuse to Aloha's customers and,
- 14.) why the utility needs to flush hydrants.

Aloha has not received any complaints from Mr. Fasano about his service in the past eight years since he became a customer of Aloha. Mr. Fasano did not express any complaints from personal experience at his home during testimony.

In response to Mr. Fasano's concerns, in his testimony he stated that the Southwest Florida Water Management District (SWFWMD) has fined Aloha for overpumping its wells. No fine has been levied against Aloha Utilities by the SWFWMD. He goes on to state that Aloha has been in violation of the Department of Environmental Protection (DEP) regulations. As testified not only during this hearing but in prior hearings the DEP witness has stated that Aloha Utilities has been in compliance with its regulations. Mr. Fasano stated that Aloha has repeatably balked at increasing its impact fees, Aloha has never been adverse to increased impact fees and follows the FPSC's rules in eligibility for applying for increased fees. Aloha currently has a docket pending before the PSC regarding this matter.

The PSC conducted a tour of several customer homes on July 13, 1998. At each residence, the water entering the home was clean and clear with no odor at the point of connection. Aloha Utilities did not install any illegal taps at the customer homes. Testing bibs were installed at each of the homes to be tested within the utility easement and prior to the meter, which is expressly the sole property of the utility. During the tour of the customer homes, Mr. Fasano references the opening of a fire hydrant where discolored water came out. As explained by the DEP witness during the hearing, Mr. Van Hoofnagle, hydrants are often located at dead-ends and that it is not uncommon for the water to come out discolored. The discolored water that a few customers see in their homes is the result of a chemical reaction involving sulfide and copper in the home which is a different phenomenon as seen at the hydrant in 1998.

Mr. Fasano also inquired regarding the pilot project status. Mr. David Porter and Mr. Stephen Watford offered extensive testimony regarding the pilot project, which is progressing as expected.

Mr. Fasano quoted from a Aloha Utilities bill insert, which the utility began to issue to inform its customers of matters that affect their service area, as recommended by the FPSC's Management Audit. A copy of the bill insert was provided at hearing to all parties. Mr. Fasano is specifically referencing lines 44-54 in relation to the cost of an appeal. The FPSC's own staff concurred that the approximate cost of an appeal mentioned in the insert was not an exaggerated figure. Aloha has never received a complaint from any customer concerning our bill inserts.

In Mr. Fasano's testimony he states that customers who experience discolored water are wasting their water by flushing out their homes, Mr. Porter and Mr. Parker have testified that this amount of water would be insignificant and would not hinder the customer from benefiting from conservation rates. There was no competent testimony to be the contrary.

Mr. Fasano also states that Aloha has ignored calls, complaints and letters from its customers. Aloha Utilities has gone the extra mile in responding to each and every of its customers by means of phone calls, bill inserts, meetings with homeowners, engineers testing their water, and answering letters not only to customers but to the FPSC and even Mr. Fasano directly.

His testimony also references the availability of reuse to its customers. Every new development in the Aloha service area is required to construct internal reuse systems. Aloha has many residents and commercial properties utilizing this valuable resource.

Lastly, Mr. Fasano inquired as to why hydrants need to be flushed on a regular basis. Utilities are required by DEP to maintain a regular flushing schedule and this is also a sign of good system management by any utility. Aloha's program of flushing is in accordance with the DEP's approved plan.

Mr. Metta has been a customer of Aloha Utilities since April 1996.

At hearing, Mr. Metta voiced concerns with the following:

- 1.) odor in his water,
- 2.) a product named "KDF" which removes chloride, iron, manganese and sulfides.

Mr. Metta is a customer in the Aloha Gardens service area that would not be effected in this rate proceeding. Over ninety-five percent of Mr. Metta's water is provided by Pasco County Utilities through a bulk purchase agreement with Aloha Utilities.

Mr. Metta stated that he had concerns with odor in his water at which time he purchased a water softener. Mr. Metta stated that he had a product named "KDF" which removed chloride, iron, manganese and sulfides. He stated in his testimony however, that "KDF" was not suitable for centralized treatment.

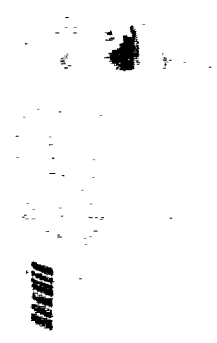
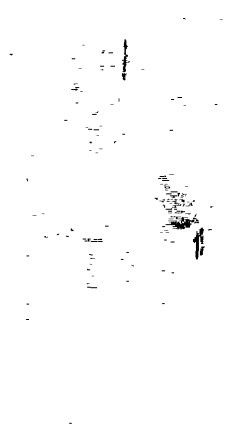
Aloha has received one low-pressure complaint from Mr. Metta in the past 5 1/2 years since he became a customer of Aloha. In response to Mr. Metta's concerns, our service representative checked the pressure at the point of connection which was 55 psi, well above the state minimum of 20 psi.

Our engineer visited Mr. Metta on January 17th to determine what type of piping was utilized in plumbing his home, to view the problem being experienced, to research the product he mentioned in testimony, and to answer any technical questions posed by Mr. Metta.

Upon inspection, Mr. Porter found that the water entering the home was clear, clean, colorless and had a slight chlorine odor appropriate for properly treated and disinfected potable water. A whole-home water softener and KDF filter was present and in use. An under sink R/O unit was present and in use at the kitchen sink. The home was piped with copper pipe. Water was provided by the customer from inside their home at the kitchen sink. The water from the kitchen sink was clear, clean, colorless and exhibited a slight chlorine odor on the date of the inspection.

The photo below shows the water entering the home:

The photo below shows the water from the kitchen sink:



Mr. Stingo has been a customer of Aloha Utilities since August 1994.

At hearing, Mr. Stingo voiced concerns with the following:

- 1.) the sewer rate calculation,
- 2.) the cost of installing an irrigation meter.

Aloha has received one low-pressure complaint from Mr. Stingo in the past seven and half years since he became a customer of Aloha.

In response to Mr. Stingo's concerns, the pressure was checked at his point of connection and registered a 50 psi, well above the state minimum of 20 psi.

In response to Mr. Stingo's concerns with the sewer calculation, Mr. Marshall Willis of the Florida Public Service Commission's (FPSC) own staff explained the sewer calculation set by the FPSC in detail during the hearing.

In response to Mr. Stingo's concerns with the cost of installing an irrigation meter, Aloha mailed Mr. Stingo a detailed letter listing the cost of installing a separate irrigation meter which included impact, meter and connect fees.

Our engineer visited Mr. Stingo on January 18th to determine what type of piping was utilized in plumbing his home, to view the problem being experienced and to answer any technical questions posed by Mr. Stingo.

Upon inspection, Mr. Porter found that the water entering the home was clear, clean, colorless and had a slight chlorine odor appropriate for properly treated and disinfected potable water. No water softener was in use. The home was piped with copper. Water was observed from the kitchen sink at the recommendation of the customer. The water from the kitchen sink was clear, clean, colorless and exhibited a slight chlorine odor on the date of the inspection.

The photo below shows the water entering the home:



The photo below shows the water from the kitchen sink:



Mr. Marden has been a customer of Aloha Utilities since November 1995.

At hearing, Mr. Marden voiced concerns with the following:

- 1.) fire hydrants not working or being flushed on a regular basis.

Aloha has not received any complaints from Mr. Marden in the past six years since he became a customer of Aloha.

In response to Mr. Marden's concerns, we have verified that the fire hydrants in Mr. Marden's subdivision were inspected during our routine inspection conducted in July 2001. The hydrant he referenced during his testimony with a broken pipe nozzle had been inspected in July. We just recently became aware of the damaged nozzle on the hydrant, as Mr. Marden testified, however, the hydrant was repaired on January 10, 2002. When the homeowners association initially contacted the utility, they inquired about painting of the hydrants. We responded to the association with a letter citing the County code as it references painting of hydrants. We believed this was responsive to the question that they had asked. Hydrants are reviewed by Pasco County when subdivision is platted. The engineers of record are required to certify their capacities when platting a subdivision. These engineers are working for the developer, not Aloha. Fire hydrants are flushed at various weekly intervals in Mr. Marden's subdivision, as per our approved flushing schedule through the Florida Department of Environmental Protection.

We contacted Mr. Marden to schedule an appointment to meet with our engineer on January 15th. He notified us that he was mainly concerned with the hydrants that he discussed at the meeting and though he appreciates what we are doing, he did not desire to set an appointment at this time.

Mr. Oberg has been a customer of Aloha Utilities since August 1999.

At hearing, Mr. Oberg voiced concerns with the following:

- 1.) water discoloration,
- 2.) reducing sulfides in water,
- 3.) the sewer rate calculation and,
- 4.) why hydrants are flushed.

Aloha has received seven water quality complaints from Mr. Oberg in the past 1 ½ years since he became a customer of Aloha. In August of 1999 our service representative found that Mr. Oberg had discolored water on the hot side only and that the water entering the home was clean and clear. Mr. Oberg was determined to have copper sulfide formation and was given an information packet. We also flushed out the hydrant at the customer's request. On September 1, 1999 our service representative checked the water at the meter and it was found to be clean and clear with no odor while the customer had black water in his hot water inside the home. On September 13, 1999 we received a third water quality complaint. Again the water at the meter was clean and clear with no odor and the customer was experiencing black water in his hot water. On June 12, 2000 Mr. Oberg contacted us regarding low pressure. When checked, the pressure at the point of connection was 48 psi, well above the state minimum of 20 psi. On October 31, 2000 our service representative found the water entering the home was clean and clear with no odor while the customer had black water inside the home. Mr. Oberg was given another copy of the information packet regarding copper sulfide. On May 31, 2001 our service representative again found the water to be clean and clear with no odor at the point of connection. On October 14, 2001 our service representative found the water entering the home was clean and clear with no odor while the customer had black water inside the home. Mr. Oberg was given another copy of the information packet regarding copper sulfide.

In response to his inquiry if it was possible to reduce sulfides in the water, Commissioner Jaber provided a detailed and informative response to Mr. Oberg.

In response to Mr. Oberg's inquiry on how the sewer rate was calculated, Marshall Willis of the FPSC's own staff provided this information at hearing in detail.

Lastly, in response to Mr. Oberg's inquiry regarding why hydrants are flushed. Utilities are required by DEP to maintain a regular flushing schedule as it is considered to be a standard operating procedure for any well managed utility as attested to by the FDEP witness and others.

We contacted Mr. Oberg to schedule an appointment to meet with our engineer on January 14th. He notified us that he didn't know if he wanted to get involved with Aloha, that our testing wouldn't do any good and that he's already done this before.

Mr. Bilancione has been a customer of Aloha Utilities since May 1996.

At hearing, Mr. Bilancione voiced concerns with the following:

- 1.) discolored water,
- 2.) discolored filters,
- 3.) Aloha Utilities installing a filtering system.

Aloha has not received any complaints from Mr. Bilancione in the past five and half years since he became a customer of Aloha Utilities.

In response to Mr. Bilancione's concerns, filters are designed to remove many minerals in water and will become discolored if they are functioning correctly. Filters are not used to remove hydrogen sulfide which is gaseous, filters are designed to removed particulate matter. Aloha Utilities provided a detailed study at the direction of the FPSC in 1997 addressing the best technology for the removal of hydrogen sulfide. We then offered to build this plant if the FPSC found it prudent to do so. The FPSC declined and ordered us to proceed with a pilot study which is ongoing at this time.

We left two messages at Mr. Bilancione's home on January 14th and 15th to set an appointment for our engineer to visit his home. Mr. Bilancione did not return either message.

Mr. Hawcroft has been a customer of Aloha Utilities since January 1998.

At hearing, Mr. Hawcroft voiced concerns with the following:

- 1.) discolored water,
- 2.) odor,
- 3.) economic growth in Aloha Utilities service territory,
- 4.) the status of the pilot project

Aloha has received two water complaints from Mr. Hawcroft in the 4 years since he became a customer of Aloha Utilities. In response to Mr. Hawcroft's concerns, on July 11, 2001, Mr. Hawcroft contacted our office regarding odor. Our service representative found the water at the point of connection to be clean and clear with no odor present. On July 16, 2001 our service representative found the water entering the home was clean and clear with no odor while the customer had black water inside the home.

Mr. Hawcroft expressed concerns that economic growth has been hindered in the Aloha Utilities service area. There has been strong economic growth in the Aloha Utilities service area. There have been no adverse or negative effects as eluded to by Mr. Hawcroft in fact, our growth has been very good..

Mr. Hawcroft also inquired regarding the pilot project status. Mr. David Porter and Mr. Stephen Watford offered extensive testimony regarding the pilot project, which is progressing as expected and showing excellent results.

We contacted Mr. Hawcroft to schedule an appointment to meet with our engineer on January 14th. Mr. Hawcroft thanked us for the offer however; he was not going to participate. He stated that he would call if he has any more problems.

Dr. Kurien has been a customer of Aloha Utilities since June 2001. At hearing, Dr. Kurien voiced concerns with the following:

- 1.) discolored water.

Aloha has received one water complaint from Dr. Kurien in the past seven months since he became a customer of Aloha Utilities. In response to Dr. Kurien's concerns, on October 9, 2001 our service representative found the water at the point of connection to be clean and clear with no odor present.

Dr. Kurien offered a number of very thoughtful and helpful suggestions in establishing a Customer Advisory Committee. Dr. Kurien in his testimony stated that he was impressed with the willingness of Aloha to provide him with information and that he would agree to not recommend using copper piping in homes. He also recognized that preventing formation of copper sulfide in pipes is a complex matter and that there may not be a 100% effective solution. The utility is looking forward to scheduling a meeting with Mr. Porter, Mr. Watford and Dr. Kurien in the near future.

Our engineer visited Dr. Kurien on January 17th to determine what type of piping was utilized in plumbing his home, to view the problem being experienced and to answer any technical questions posed by Dr. Kurien. A letter regarding establishing an advisory committee was also sent to Dr. Kurien on January 14th.

Upon inspection, Mr. Porter found that the water entering the home was clear, clean, colorless and had a slight chlorine odor appropriate for properly treated and disinfected potable water. A whole-home water softener and paper cartridge filter were present and in use. The home was piped with copper pipe. Water was observed at the master bathroom sink as recommended by the customer. The water from the master bathroom sink was clear, clean, colorless and exhibited a slight chlorine odor on the date of the inspection.

The photo below shows the water entering the home:

The photo below shows the water from the master bathroom sink:

Mr. Corelli has been a customer of Aloha Utilities since December 1994.

At hearing, Mr. Corelli voiced concerns with the following:

- 1.) discolored water.

Aloha has received seven water quality complaints from Mr. Corelli in the past seven years since he became a customer of Aloha. We received one water quality complaint in 1996. The water was checked at the meter and was found to be clean and clear with no odor. We have five water quality complaints listed for 1997. At each visit, the water going through the meter was clean and clear with no odor while the customer had discolored water inside the home. One water quality complaint was received in 1998. We checked the water at the spigot and verified that water was clean and clear.

Our engineer visited Mr. Corelli on January 18th to determine what type of piping was utilized in plumbing his home, to view the problem being experienced and to answer any technical questions posed by Mr. Corelli.

Upon inspection, Mr. Porter found that the water entering the home was clear, clean, colorless and had a slight chlorine odor appropriate for properly treated and disinfected potable water. No water softener was present. The home was piped with copper pipe. Water was observed from the guest bathroom tub at the recommendation of the customer. The water from the guest bathroom tub was clear, clean, colorless and exhibited a slight chlorine odor on the date of the inspection.

The photo below shows the water entering the home:



The photo below shows the water from the guest bathroom tub:



Mr. Chestnutt has been a customer of Aloha Utilities since January 1980.

At hearing, Mr. Chestnutt voiced concerns with the following:

- 1.) meter readings and high bills,
- 2.) sewer rate calculation,
- 3.) rate increases.

Aloha has not received any water complaints from Mr. Chestnutt in the past twenty-two years since he became a customer of Aloha Utilities.

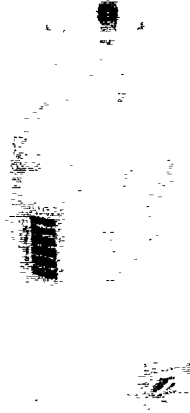
In response to Mr. Chestnut's concerns regarding the meter readings and high bills, the meter readings have been accurate and consistent. Commissioner Jaber provided a detailed explanation, on how rate increases are granted. Mr. Marshall Willis of the FPSC's own staff explained the sewer rate calculation method set by the FPSC in detail during the hearing.

Our engineer visited this customer on January 17th to determine what type of piping was installed in the home; to view the problem being experienced, and to answer any technical questions posed by the customer.

Upon inspection, Mr. Porter found that the water entering the home was clear, clean, colorless and had a slight chlorine odor appropriate for properly treated and disinfected potable water. A whole-home water softener was in use. The home was piped with copper pipe. Water was provided by the customer from inside the home at the kitchen sink. The water from the kitchen sink was clear, clean, colorless and exhibited a slight chlorine odor on the date of the inspection.

The photo below shows the water entering the home:

The photo below shows the water from the kitchen sink:



Mr. Hartinger has been a customer of Aloha Utilities since November 1998.

At hearing, Mr. Hartinger voiced concerns with the following:

- 1.) water discoloration,
- 2.) odor and,
- 3.) filter discoloration.

Aloha has received two water complaints from Mr. Hartinger in the past three years since he became a customer of Aloha Utilities.

In response to Mr. Hartinger's concerns, in 1998 our service representative found the water from Mr. Hartinger's spigot to be clean and clear, Mr. Hartinger received a copy of the copper sulfide information packet. In 1999 the water was tested at the point of connection and was found to be clean and clear with no odor present.

Mr. Hartinger also testified regarding his filter. Filters are designed to remove many minerals in water and will become discolored when they are functioning correctly.

Mr. Hartinger stated that after the customer hearings for Docket No. 960545 that we didn't try to contact him for follow-up by our engineer. It is documented in our late filed exhibit no. 13 from Docket No. 960545, that we left two messages for Mr. Hartinger to address his concerns, Mr. Hartinger never returned either phone call.

After the customer hearings for this docket, we again tried to contact Mr. Hartinger on 1/14/02 and 1/15/02 to set-up an appointment for our engineer to visit his home to address his concerns, Mr. Hartinger never returned either phone call.

Mr. Shepherd has been a customer of Aloha Utilities since November 1995.

At hearing, Mr. Shepherd voiced concerns with the following:

- 1.) discolored water.

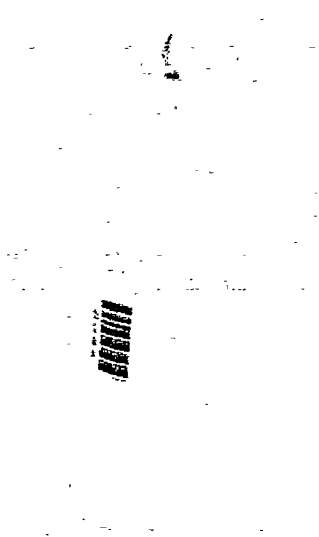
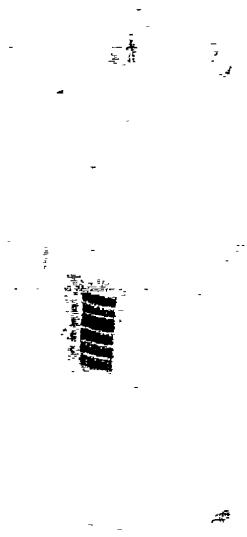
Aloha has received four water quality complaints from Mr. Shepherd in the past six year since he became a customer of Aloha. Mr. Shepherd had three water quality complaints in 1996 and one in 1997. At each visit, the water going through the meter and was found to be clean and clear with no odor. The customer had discolored water inside the home however, the water going into the home was clean and clear.

Our engineer visited Mr. Shepherd on January 17th to determine what type of piping was utilized in plumbing his home, to view the problem being experienced and to answer any technical questions posed by Mr. Shepherd.

Upon inspection, Mr. Porter found that the water entering the home was clear, clean, colorless and had a slight chlorine odor appropriate for a properly treated and disinfected potable water. A whole-home water softener was present and in use. The home was originally piped with copper pipe, however, within the last 30 days the copper pipe was completely replaced with CPVC piping. Water was observed at the kitchen sink as recommended by the customer. The water from the kitchen sink was clear, clean, colorless and exhibited a slight chlorine odor on the date of the inspection.

The photo below shows the water entering the home:

The photo below shows the water from the kitchen sink:



Mr. Brown has been a customer of Aloha Utilities since October 2000.

At hearing, Mr. Brown voiced concerns with the following:

- 1.) the sewer rate calculation,
- 2.) the cost incurred by the utility in the purchase of the office building,
- 3.) the utility having all new trucks and providing cell phones to their employees,
- 4.) a bill insert provided to Aloha customers regarding the cost of an appeal,
- 5.) stating that he never received notifications of sewer rate increases.

Aloha has not received any complaints from Mr. Brown in the past year since he became a customer of Aloha.

In response to Mr. Brown's concern of the sewer rate calculation, Mr. Marshall Willis of the FPSC's own staff explained the sewer rate calculation method set by the Florida Public Service Commission in detail during the hearing.

In response to Mr. Brown's concern with the cost incurred by the utility in the purchase of the office building, Commissioner Jaber gave a detailed explanation on the FPSC's audit process, which reviews all expenditures incurred by the utility including the cost of the office building.

In response to Mr. Brown's concern of the utility having all new trucks and providing cell phones to their employees, The utility owns trucks ranging in age from 1981-1999. Only supervisor's carry cell phones as they are required to be available twenty-four hours a day, seven days a week.

The bill insert referred in Mr. Brown's testimony was provided at hearing to all parties. As recommended by the FPSC's Management Audit, Aloha has attempted to inform customers on issues that would affect them. Mr. Brown is specifically referencing lines 44-54 in relation to the cost of an appeal. The FPSC's own staff concurred that the approximate cost of an appeal mentioned in the insert was not an exaggerated figure. Aloha has never received a complaint regarding the information we provide to our customers through bill inserts.

Lastly, in response to Mr. Brown's concern of not receiving notifications of sewer rate increases, Aloha Utilities has complied with all requirements in providing customer notices as required by the FPSC.

We contacted Mr. Brown to schedule an appointment to meet with our engineer on January 15th. Mr. Brown complimented our staff on being efficient, professional and courteous. However, due to his parents being ill and that as he testified, he didn't understand the sewer rate calculation he didn't want to waste our engineer's time. The sewer rate calculation was explained in detail to Mr. Brown and a current rate sheet was mailed to him for his reference.

Mr. Lane has been a customer of Aloha Utilities since September 1998. At hearing, Mr. Lane voiced concerns with the following:

- 1.) Water discoloration,
- 2.) pressure,
- 3.) the sewer rate calculation
- 4.) the rate of return to utilities
- 5.) filter discoloration and
- 6.) a bill insert provided to Aloha customers.

Aloha has received one low pressure complaint in April 1999 from Mr. Lane in the past three years since he became a customer of Aloha. The pressure at the point of connected was 40 psi, well above the state minimum of 20 psi. We have never received a water quality complaint from Mr. Lane.

In response to Mr. Lane's concerns regarding the sewer rate calculation, Mr. Marshall Willis of the FPSC's own staff explained the sewer calculation method set by the Florida Public Service Commission in detail during the hearing.

In response to Mr. Lane's concerns regarding the rate of return for utilities, Commission Jaber gave a detailed explanation regarding how utilities rate of return is determined.

In response to Mr. Lane's concerns regarding filter discoloration, Filters are designed to remove many minerals in water and will become discolored when they are functioning correctly.

Lastly, the bill insert referred to in Mr. Lane's testimony was provided at hearing to all parties. As recommended by the FPSC's own Management Audit, Aloha has attempted to inform customers on issues that would affect them. Mr. Lane is specifically referenced line 44-54 in relation to the cost of an appeal. The FPSC own staff concurred that the approximate cost of an appeal mentioned in the insert was not an exaggerated figure. Aloha has never received a complaint regarding the information we provide to our customers through bill inserts.

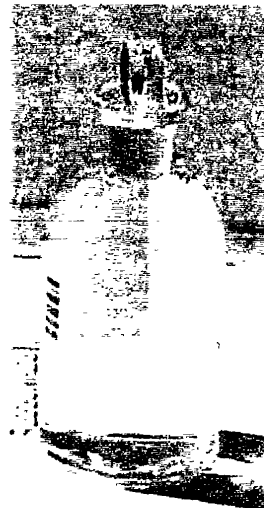
Our engineer visited Mr. Lane on January 18th to determine what type of piping was utilized in plumbing his home, to view the problem being experienced and to answer any technical questions posed by Mr. Lane.

Upon inspection, Mr. Porter found that the water entering the home was clear, clean, colorless and had a chlorine odor appropriate for properly treated and disinfected potable water. A water softener and activated carbon filter were present and in use. The home was piped with CPVC pipe. Water was observed from the kitchen sink at the recommendation of the customer. The water from the kitchen sink was clear, clean, colorless and exhibited a slight chlorine odor on the date of the inspection.

The photo below shows the water entering the home:



The photo below shows the water from the kitchen sink:



Mr. Wood has been a customer of Aloha Utilities since April 1996.

At hearing, Mr Wood voiced concerns with the following:

- 1.) water discoloration,
- 2) the utility being out of compliance in 1997 for lead and copper sampling,
- 3) why the Southwest Florida Water Management District won't reduce the Tampa Bay Water pumping permit and give that consumption to Aloha,
- 4.) the corrosion inhibitor added to the Seven Springs Water System,
- 5.) discoloration water from a hydrant and,
- 6.) flushing of hydrants.

In response to Mr. Wood's concerns, we received five water quality complaints in 1996. On all five occasions water was clean and clear at the meter. Aloha received three water quality complaints in 1997. On all three occasions water was clean and clear at the meter. In 2000 we received three water quality complaints. On all three occasions the water was clean and clear at the meter. In 2001 we received two water quality complaints. On both occasions the water was clean and clear at the meter. Mr. Wood received a copper sulfide informational packet on April 10, 2001.

The testimony of the FDEP witness and the utility witnesses stating that the utility is and has been in compliance with all rules and regulations of the Department is unrefuted by a credible source in the case. Certainly, the FDEP themselves should know whether Aloha is in compliance with the rules of the FDEP. The testimony of FDEP witness Gerald Foster explained how homes are selected for lead and copper testing. He also testified that the utility is required to use homes that meet the Department's selection criteria and that many homes in Aloha's service area would be excluded due to the age of their homes.

Mr. Wood also inquired about the corrosion inhibitor that Aloha adds to the water for corrosion control. Since the addition of the inhibitor, Aloha now has a fully optimized corrosion program, which has resulted in reduced monitoring. This brings us to Mr. Wood's inquiry regarding sampling sites. As per DEP rules, tiers determine sampling sites. Utilities are required to sample homes within the first tier, which are homes that are built before 1986 and have never had a water softener or filtering system installed. This requirement excludes many homes in the Seven Springs service area but that is the law.

During the tour of the customer homes, Mr. Wood references the opening of a fire hydrant where discolored water came out. As explained by the DEP witness during the hearing, Mr. Van Hoofnagle, hydrants are often located at dead-ends and that it is not uncommon for the water to come out black. The discolored water that customers see in their homes is the result of a chemical reaction involving copper piping in their homes reacting with Aloha's water and forming copper sulfide.

Lastly, Mr. Wood inquired regarding the flushing of the hydrants. Utilities are required by DEP to maintain a regular flushing schedule. The frequency of flushing various hydrants is dependent on many factors such as, location of the hydrants and the number of homes on the street and is done in any well-maintained system.

We left two messages at Mr. Wood's home on January 16th and 17th to set an appointment for our engineer to visit his home. Mr. Wood returned my call on January 17th and stated that he informed everyone at the hearing that he would not allow our engineer to visit his home. However, a copy of FPSC inquiry #194472I and photo's taken at Mr. Wood's residence is attached as it references the water quality previously inspected at Mr Wood's home.

DUPLICATE

December 8, 1997

Ms. Carmen Pena
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

VIA FAX AND REGULAR MAIL

RE: Request No. 194472I

Dear Ms. Pena:

In response to the complaint that Mr. Wood filed with Commissioner Johnson, Mr. David Porter, P.E., the Utility's consulting engineer and I visited Mr. Woods home on November 20, 1997. When we arrived at his home we asked to see the problem he was vehemently complaining about in his letter and also at the PSC agenda conference a few days earlier.

Mr. Wood tried every faucet in his home, but was unable to produce any discolored water. Attached are photographs of the water taken from Mr. Wood's home. As you can see the water was perfectly clear (hot and cold).

In one bathroom Mr. Wood did run a bottle of hot water from his bathroom sink which he said was discolored. However, all it had was air bubbles entrained in the water stream. It ran through the aerator attached to the end of the faucet, which is designed to break up the water stream with air bubbles. As we watched the water sample, it cleared from the bottom first as the air went to the top of the sample and released into the atmosphere. Mr. Wood's water was perfectly clear while we were there and the water going into Mr. Wood's home has always been clear when checked. Mr. Wood's home does have copper piping. It is possible that Mr. Wood experiences the formation of copper sulfide in his home. The hot water in Mr. Wood's home was analyzed for copper and had a concentration of 1.04 mg/L, well below the 1.3 mg/L cold water sample limit established by the EPA. (There is no regulatory limit for hot water because hot water isn't deemed potable water). The copper sulfide problem is a well-documented problem that occurs throughout the State of Florida. We, as well as representatives from the PSC, are members of a panel, assembled to evaluate the continued use of copper in residential plumbing systems in Florida. If you have any further questions about this you could discuss them with James McCroy or John Starling of your staff.

The water delivered to Mr. Wood's home is perfectly clear and always has been each time it was checked in the past. Aloha's water meets all State and Federal standards and is clear with no discoloration.

Sincerely,

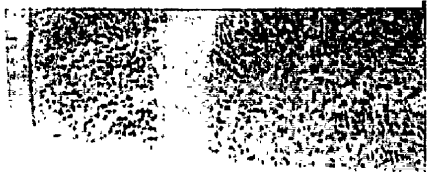
ALOHA UTILITIES, INC.

Stephen G. Watford
President

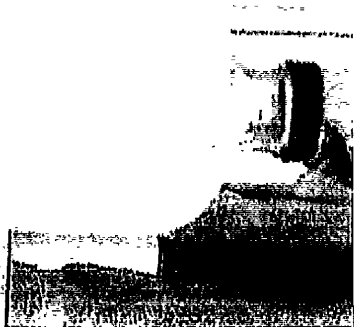
attachments to follow by regular mail



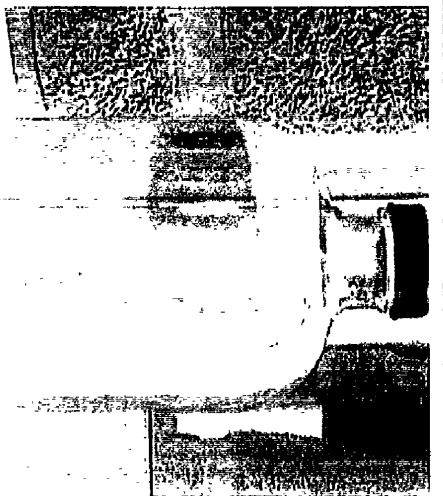
Edward Wood's Hot water bathroom 11/20/97
Air entrained in hot water from sink aerator.
Immediately clearing from the bottom up.



Edward Wood's Hot water bathroom 11/2
After about 15 seconds,
Air moving up and clearing from bottom

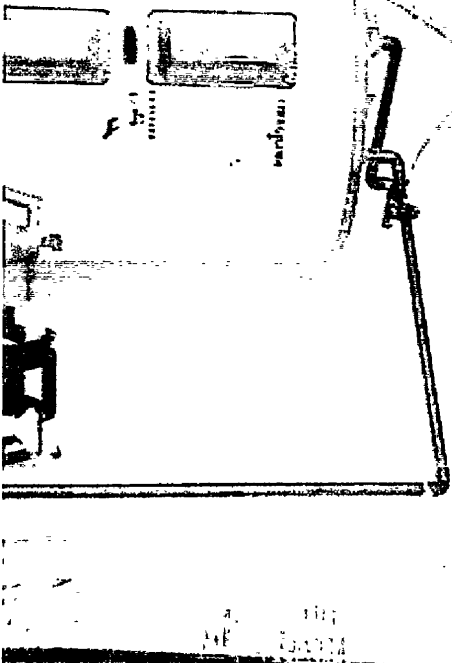


Edward Wood's 1043 Dalleside Lane 11/20/97
Cold water



Edward Wood's Hot water bathroom 11/20/97
After about 30 seconds,
Water perfectly clear

Hot water



EVENING SESSION
CUSTOMER HEARING
DOCKET 010503
JANUARY 9, 2002

Mr. Bradbury has been a customer of Aloha Utilities since April 1994.

At hearing, Mr. Bradbury voiced concerns with the following:

- 1.) the \$15.00 re-connect charge,
- 2.) the sewer rate base facility charge,
- 3.) that he has to flush his home after he is gone for long periods of time and,
- 4.) with fire hydrants not working or being flushed on a regular basis.

Aloha has not received any water quality complaints from Mr. Bradbury in the past 7 ½ years since he became a customer of Aloha.

In response to Mr. Bradbury's concerns regarding the \$15.00 re-connect charge, Marshall Willis of the FPSC's own staff explained the connect fee, base facility charges and also explained that the proposed rate structure in this docket would remove the minimum charges

In response to Mr. Bradbury's concerns regarding flushing his home when gone for long periods of time, when a home is vacant for long periods of time, water may become stagnant as it lies in the customer's pipes. It is not uncommon for homeowners who have been away to flush out the stagnant water. It would be prudent, especially if you had copper piping, to flush the water from your plumbing if you have been away for a long period of time.

In response to Mr. Bradbury's concerns regarding fire hydrants, fire hydrants are flushed at various intervals in Mr. Bradbury's subdivision, as per our approved flushing schedule through the Florida Department of Environmental Protection.

Our engineer visited Mr. Bradbury on January 17th to determine what type of piping was utilized in plumbing his home, to view the problem being experienced and to answer any technical questions posed by Mr. Bradbury.

Upon inspection, Mr. Porter found that the water entering the home was clear, clean, colorless and had a slight chlorine odor appropriate for properly treated and disinfected potable water. A water softener was present but was not being operated at the time of my inspection. The owner stated that the softener was in use from 1995 until sometime in 1998 and has not been used since. The home was piped with copper pipe. Water was observed from the master bathroom sink at the recommendation of the customer. The water from the master bathroom sink was clear, clean, colorless and exhibited a slight chlorine odor on the date of the inspection.

The photo below shows the water entering the home:



The photo below shows the water from the master bathroom sink:

PHOTO

Mr. Rowan has been a customer of Aloha Utilities since October 2000.

At hearing, Mr. Rowan voiced concerns with the following:

- 1.) low pressure and,
- 2.) odor.

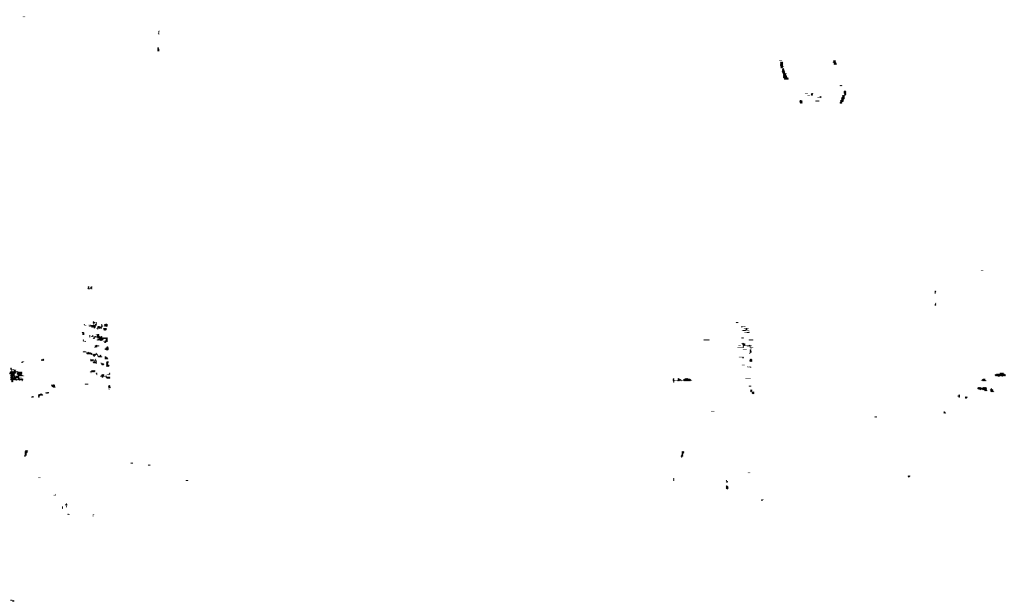
Aloha has not received any complaints from Mr. Rowan in the past year since he became a customer of Aloha Utilities

Our engineer visited Mr. Rowan on January 18th to determine what type of piping was utilized in plumbing his home, to view the problem being experienced and to answer any technical questions posed by Mr. Rowan.

Upon inspection, Mr. Porter found that the water entering the home was clear, clean, colorless and had a slight chlorine odor appropriate for properly treated and disinfected potable water. A water softener was in use. The home was piped with CPVC. Water was observed from the kitchen sink at the recommendation of the customer. The water from the kitchen sink was clear, clean, colorless and exhibited a slight chlorine odor on the date of the inspection.

The photo below shows the water entering the home:

The photo below shows the water from the kitchen sink:



Mr. Bulmer has been a customer of Aloha Utilities since February 2000.

At hearing, Mr. Bulmer voiced concerns with the following:

- 1.) water quality,
- 2.) the unavailability of pre-authorized debit,
- 3.) the amount of Aloha employees it took to repair a broken water line,
- 4.) Aloha personnel leaving his water on during his absence and,
- 5.) that Aloha had poor management.

Aloha has not received any water quality complaints from Mr. Bulmer in the past two years since he became a customer of Aloha.

In response to Mr. Bulmer’s concerns regarding pre-authorized debit, the expense of offering this service could increase the current cost charged to our customers. The utility at this time does not believe this service would be a prudent cost due to the small percentage of customers who would utilize it based upon its prior investigation into ACH service.

In response to Aloha personnel installing a water service, which resulted in a broken line. Aloha Utilities does not install water services. This work is done by plumbers, which on occasion results in them breaking a line. Our repair crew might be called in to repair our lines when broken by a contractor, however, it would be the responsibility of the contractor installing the line to replace any sod. Aloha representatives would not put on a service for irrigation of replaced sod. Aloha personnel do not turn on water service at a customer’s residence for any reason.

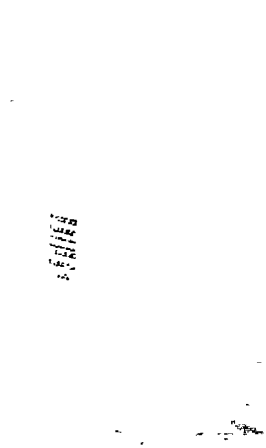
Mr. Bulmer also expressed his belief that Aloha has poor management. In the FPSC’s review of the utility during a recent Management Audit. They found, “based upon employee interviews, documents, survey results, and Aloha’s new customer database, the degree of satisfaction with Aloha’s overall customer service function seems to be high. BRR staff’s review did not identify any significant customer service inadequacies.” The management at Aloha has always been very efficient as has been historically reflected in the low rates its customers have paid.

Our engineer visited Mr. Bulmer on January 18th to determine what type of piping was utilized in plumbing his home, to view the problem being experienced and to answer any technical questions posed by Mr. Bulmer.

Upon inspection, Mr. Porter found that the water entering the home was clear, clean, colorless and had a slight chlorine odor appropriate for properly treated and disinfected potable water. A water softener was in use. The home was piped with CPVC. Water was observed from the kitchen sink at the recommendation of the customer. The water from the kitchen sink was clear, clean, colorless and exhibited a slight chlorine odor on the date of the inspection.

The photo below shows the water entering the home:

The photo below shows the water from the kitchen sink:



Mr. Wickett has been a customer of Aloha Utilities since November 1992.

At hearing, Mr. Wickett voiced concerns with the following:

- 1.) water discoloration,
- 2.) odor and,
- 3.) a line repair.

Aloha has not received any complaints from Mr. Wickett in the past nine years since he became a customer of Aloha.

Mr. Wickett testified that our engineer had met with him previously and had given him detailed information regarding copper sulfide formation.

In response to Mr. Wickett's concerns regarding a line repair, the utility has no record of a line break on the date stated in Mr. Wickett's testimony.

We contacted Mr. Wickett to schedule an appointment to meet with our engineer on January 14th. He stated that he had expressed his thoughts in hearing and that our engineer had been out there before. He stated that, "he had other obligations so he would not have time."

Mr. Logan has been a customer of Aloha Utilities since April 1995.

At hearing, Mr. Logan voiced concerns with the following:

- 1.) odor in his water and,
- 2.) discoloration in his hot water.

Aloha has received one water quality complaint in August 1997 from Mr. Logan in the seven years since he became a customer of Aloha. Aloha installed a blow off to allow us to flush the area more effectively. Mr. Logan testified to discoloration in his hot water, which is indicative of copper sulfide formation.

Our engineer visited Mr. Logan on January 18th to determine what type of piping was utilized in plumbing his home, to view the problem being experienced and to answer any technical questions posed by Mr. Logan.

Upon inspection, Mr. Porter found that the water entering the home was clear, clean, colorless and had a slight chlorine odor appropriate for properly treated and disinfected potable water. A water softener was present and in use. The home was piped with copper pipe. Water was observed from the master bathroom tub at the recommendation of the customer. The water from the master bathroom tub was clear, clean, colorless and exhibited a slight chlorine odor on the date of the inspection.

The photo below shows the water entering the home:



The photo below shows the water from the master bathroom tub:



Ms. Nowack has been a customer of Aloha Utilities since November 1992.

At hearing, Ms. Nowack voiced concerns with the following:

- 1.) water discoloration,
- 2.) a neighbor's meter being replaced,
- 3.) a repair on her pipe from the meter to the home and Aloha personnel shutting her water off,
- 4.) receiving a delinquent notice,
- 5.) questions regarding her billing and,
- 6.) water test results provided by a water softener company.

Aloha has not received any water quality complaints from Ms. Nowack in the past nine years since she became a customer of Aloha.

In response to Ms. Nowack's concerns with a neighbor's meter being replaced, the utility has the right to change out a meter that is found to be under-registering as per FPSC rules.

In response to a pipe repair, Aloha has no record of a broken pipe at her residence. The customer is responsible for line repairs past the point of connection, which is the meter. In the event that Aloha personnel witness a leak at a customer's home on their side of the meter, a service representative would contact the customer and advise them of any problem with their service so that the customer can determine what action is necessary. Aloha personnel would not shut water off to a customer's residence without cause as provided by FPSC rules.

In response to Ms. Nowack receiving a delinquent notice in August 1997. The billing system will automatically generate a delinquent notice on any account that payment has not been paid in full after the due date. If the amount that was pre-paid is not enough to cover the bill in its entirety, the billing system will print a delinquent notice. This would provide Ms. Nowack upon her return, the amount that would still be due on her account.

Ms. Nowack questioned a March 2000 bill that she believed to be estimated. There was a misread of her meter reading. Ms. Nowack's account was credited and this was shown on the following months bill. Ms. Nowack has not received any estimated bills.

Ms. Nowack also testified that a water conditioner company tested her water in her home and found all sorts of problems. Accurate water testing cannot be done except at a certified laboratory and certainly not standing in a homeowners kitchen. This is a typical scare tactic of some water softener companies who prey on people, especially retirees in our area. Aloha Utilities has its water tested, by a certified laboratory, on a continual basis and is in complete compliance with all federal and state guidelines.

We left two messages at Ms. Nowack's home on January 14th and 15th to set an appointment for our engineer to visit her home. Ms. Nowack did not return either message.

Mr. Turtle has been a customer of Aloha Utilities since April 1995.

At hearing, this customer voiced concerns with the following:

- 1.) raising of manholes in the roadway,
- 2.) the sewer rate calculation in regards to filling a pool,
- 3.) Aloha not providing documentation and record to the FPSC as stated in newspaper articles and,
- 4.) Mr. Turtle had questions as to why the FPSC only looked at test year.

Mr. Turtle is a customer in the Aloha Gardens service area that would not be effected in this rate proceeding. Aloha has not received any complaints from Mr. Turtle in the past six plus years that he has been a customer of the utility. In response to Mr. Turtle's concerns, the roadways and manhole elevations in the roadways are maintained by Pasco County. Aloha Utilities is not responsible for any road maintenance.

The sewer rate calculation method, and the cap of 10,000 gallons set by the FPSC, was explained in detail by mr. Marshall Willis of the FPSC's own staff during the hearing. Mr. Willis also informed Mr. Turtle that the FPSC has not had a problem obtaining information from the utility, contrary to the news article Mr. Turtle seemed to be referencing. Commissioner Jaber provided a detailed explanation regarding a test year.

We contacted Mr. Turtle to schedule an appointment to meet with our engineer on January 15th. He stated that he doesn't have a water quality problem so there was no need for our engineer to visit his home.

Mr. DePergola has been a customer of Aloha Utilities since June 2000.

At hearing, Mr. DePergola voiced concerns with the following:

- 1.) odor in his water and,
- 2.) leaks in his copper pipes.

Aloha has received two water complaints from Mr. DePergola in the past one and half years since he became a customer of Aloha Utilities.

In response to Mr. DePergola's concerns, our service representative visited Mr. DePergola's residence in September 2000 and again in March of 2001. At each visit our service representative found the water at the point of connection to be clean and clear with no odor. Mr. DePergola was given a copper sulfide information packet on September 6, 2000. Mr. DePergola testified that he was replumbing his home with copper pipes. The utilities specifications, the FPSC Interagency Copper Corrosion Project and common sense dictates not to replace copper pipes with the same product that has just failed in his home.

Our engineer visited Mr. DePergola on January 17th to determine what type of piping was utilized in plumbing his home, to view the problem being experienced and to answer any technical questions posed by Mr. DePergola.

Upon inspection, Mr. Porter found that the water entering the home was clear, clean, colorless and had a slight chlorine odor appropriate for properly treated and disinfected potable water. No water softener was present and the customer reported that no softener has been installed in the home in the past to the best of his knowledge. A paper water filter was present and in use for the kitchen sink and refrigerator. The home was piped with copper pipe. Water was observed at the master bathroom tub as recommended by the customer. The water from the master bathroom tub was clear, clean, colorless and exhibited a slight chlorine odor on the date of the inspection.

The photo below shows the water entering the home:

The photo below shows the water from the kitchen sink:



Mr. Karas has been a customer of Aloha Utilities since December 1992.

At hearing, Mr. Karas voiced concerns with the following:

- 1.) water discoloration and,
- 2.) odor in his water.

Aloha has not received any complaints from Mr. Karas in the past 9 years since he became a customer of Aloha Utilities.

We contacted Mr. Karas to schedule an appointment to meet with our engineer on January 14th. He stated that he made his statement at the hearing and that he didn't want us to come to his house.

Mr. Skipper has been a customer of Aloha Utilities since March 1996. At hearing, Ms. Skipper voiced concerns with following:

- 1.) water discoloration,
- 2.) taste,
- 3.) odor in her water and,
- 4.) Ms. Skipper also mentioned concerns with her fathers monthly utility bill. Ms. Skipper submitted a letter from her father in his absence stating his concerns to the Commission.

Aloha has not received any complaints from Ms. Skipper in the past nearly six years since she became a customer of Aloha Utilities. Those concerns stated in Mr. Vaughn Roger's letter as submitted to the Commission will be addressed separately.

Our field representative visited Ms. Skipper's home on January 22nd to determine what type of piping was utilized in plumbing her home, to view the problem being experienced and to answer any technical questions posed by Ms. Skipper.

Upon inspection, our representative found that the water entering the home was clear, clean, colorless and had a slight chlorine odor appropriate for properly treated and disinfected potable water. A water softener was present. The home was piped with copper pipe. Water was observed at the master bath as recommended by the customer. The water from the master bathroom tub was clear, clean, colorless and exhibited a slight chlorine odor on the date of the inspection.

The photo below shows the water entering the home:



The photo below shows the water from the master bath:



Mr. Vaughn has been a customer of Aloha Utilities since March 2001. At hearing, Mr. Vaughn's daughter, Cynthia Skipper, submitted a letter to the Commission. Mr. Vaughn's letter expressed concerns with the following:

- 1.) odor in his water,
- 2.) questions regarding his monthly utility bills,
- 3.) Aloha should increase the management efficiency by personnel training programs, streamlining procedures, etc.

Aloha has received only water complaint from Mr. Vaughn in the past one year since he became a customer of Aloha Utilities. In response to Mr. Vaughn's concerns, October 25, 2001, our field representative went to the customer's home and verified that the water entering the home was clean and clear with no odor.

Aloha did receive a letter regarding a \$1.50 difference between his bill and his daughter's bill. Our customer service representative attempted several times to reach Mr. Vaughn. The letter did not provide enough information for the utility to properly address the comparison and to review how his monthly bills are calculated.

Those suggestions listed in Mr. Vaughn's letter regarding management efficiency are implemented by the utility. Recommendations listed in the FPSC Management Audit, are also being utilized by the utility. Page 4 of the Management Audit states, "based upon employee interviews, documents, survey results, and Aloha's new customer database, the degree of satisfaction with Aloha's overall customer service function seems to be high. The Bureau of Regulatory Review staff's review did not identify any significant customer service inadequacies. The management staff at Aloha is very experienced and has been involved in the utility field for decades.

Our field representative visited Mr. Vaughn's home on January 22nd to determine what type of piping was utilized in plumbing his home, to view the problem being experienced and to answer any technical questions posed by Ms. Sipper. Mr. Vaughn is presently out of the country so his daughter was present as his representative.

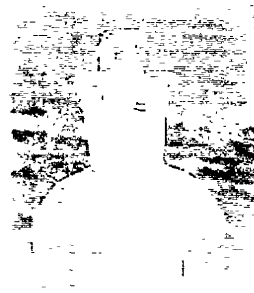
Our field representative visited Mr. Vaughn's home on January 22nd to determine what type of piping was utilized in plumbing his home, to view the problem being experienced and to answer any technical questions posed by Ms. Sipper. Mr. Vaughn is presently out of the country so his daughter was present as his representative.

Upon inspection, our representative found that the water entering the home was clear, clean, colorless and had a slight chlorine odor appropriate for properly treated and disinfected potable water. A water softener was present. The home was piped with copper pipe. Water was observed at the master bath as recommended by the customer. The water from the master bathroom tub was clear, clean, colorless and exhibited a slight chlorine odor on the date of the inspection.

The photo below shows the water entering the home:



The photo below shows the water from the master bath:



Legg, John 4133 LaPasida Lane

Mr. Legg has been a customer of Aloha Utilities since May 1999.

At hearing, Mr. Legg voiced concerns with the following:

- 1.) discolored water when he moved into his residence,
- 2.) the utility having a maintenance fund and,
- 3.) if the FPSC had the ability to fine utilities for poor water quality.

Aloha has received one water complaint from Mr. Legg in the past two and half years since he became a customer of Aloha Utilities.

In response to Mr. Legg's concerns, on the day that service was initiated, Mr. Legg contacted the utility to report discoloration in his water. It is a common occurrence for homes that have been vacant for a period of time for water to become stagnant in the lines and sometimes results in discoloration. Mr. Legg was advised if the problem continued to call again and we would examine it for him. Mr. Legg has not contacted the utility with any other water quality complaints since that date.

Commissioner Jaeber and Marshall Willis of the FPSC's own staff addressed Mr. Legg's questions regarding fining of utilities and maintenance funds for private utilities.

We left two messages at Mr. Legg's home on January 14th and 15th to set an appointment for our engineer to visit his home. Mr. Legg did not return either message.

Ms. Whitener has been a customer of Aloha Utilities since June 2001.

At hearing, Ms. Whitener voiced concerns with the following:

- 1.) water discoloration.

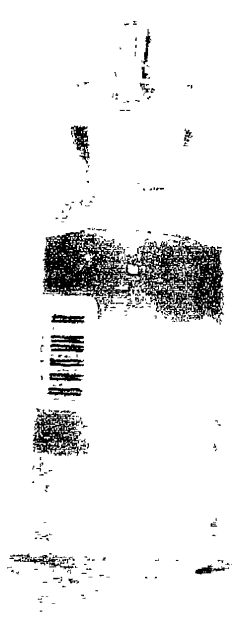
Aloha has not received any complaints from Ms. Whitener in the past seven months since she became a customer of Aloha Utilities.

Our engineer visited Ms. Whitener on January 17th to determine what type of piping was utilized in plumbing her home, to view the problem being experienced and to answer any technical questions posed by Ms. Whitener.

Upon inspection, Mr. Porter found that the water entering the home was clear, clean, colorless and had a slight chlorine odor appropriate for properly treated and disinfected potable water. A whole-home water softener and paper cartridge filter was present and in use. In addition, an under sink R/O treatment unit was present at the kitchen sink. The home was piped with copper pipe. Water was observed inside the home at the kitchen sink at the recommendation of the customer. The water from the kitchen sink was clear, clean, colorless and exhibited a slight chlorine odor on the date of the inspection.

The photo below shows the water entering the home:

The photo below shows the water from the kitchen sink:



Mr. Rifkin has been a customer of Aloha Utilities since September 1994.

At hearing, Mr. Rifkin customer voiced concerns with the following:

- 1.) water discoloration,
- 2.) odor,
- 3.) leaking pipes,
- 4.) discoloration in the water that was re-plumbed with CPVC and,
- 5.) lack of response by the utility from notes on the back of his utility bills.

In response to Mr. Rifkin's concerns, we have received nine water quality complaints since 1994. The first complaint was in December 1995. The water was clean and clear at the meter. The customer stated that there was sediment on the hot water side only. The second water quality complaint was in February 1996. The water was checked at the meter and was found to be clean and clear with no odor. The third complaint was in July 1996. The water was clean and clear with no odor at the meter. The fourth complaint was in March 1997. The water was checked at the meter and was found to be clean and clear with no odor. The fifth complaint was in June of 1997. The water was clean and clear with no odor at the meter. Our representative spoke with the customer who stated that he had black water only on the hot water side. The sixth complaint was on June 19, 1997. The customer had black water on the hot water side and a slight discoloration on the cold water side. The water was clean and clear going into Mr. Rifkin's home. The seventh complaint was received September on 1997. The water at the meter was clean and clear with no odor. Mr. Rifkin informed us that the discoloration was being experienced primarily in his hot water. The eighth water quality complaint was in January 1998. The water was checked at the hosebib and was found to be clean and clear with no odor. The last complaint was received in February 1998. Our service representative checked the water at the meter and it was clean and clear with no odor. The customer gave him a sample of hot water, which was black. Mr. Rifkin does have a water softener present at his home. It was determined that Mr. Rifkin was experiencing copper sulfide formation and he was given an information packet on March 11, 1998.

Mr. Rifkin also testified that when Mr. Vento's home was re-plumbed with CPVC that he was still experiencing odor in his water. As submitted as a late file exhibit 13 for docket 960545-WS, the magnesium anodes installed in Mr. Vento's hot water tank can occasionally produce a hydrogen sulfide odor in the hot water. Mr. Rifkin also mentioned that Mr. Vento had yellow water after his home was re-plumbed with CPVC. Attached is a letter written by Mr. Vento, which states that he did not experience any water discoloration since his home was re-plumbed with CPVC. When the Commission toured Mr. Vento's home on July 13, 1998, Mr. Vento told Commissioner Johnson and Commissioner Clark that he had seen no discoloration in his water since he replaced his copper pipe with CPVC. His testimony has never changed since that time.

Lastly, Mr. Rifkin has been advised that jotting notes on the back on a payment stub is not the best way to communicate with the company. However, most of the notes do not solicit a response, they are simply an expression of dissatisfaction with his water quality and cost. In fact, Mr. Watford has met with Mr. Rifkin in the past and as noted below, Mr. Rifkin wouldn't allow Aloha's engineer to come to his home in this case.

We left two messages at Mr. Rifkin's home on January 15th and 17th to set an appointment for our engineer to visit his home. Mr. Rifkin returned the call on January 17th and stated that the engineer had been out there before and that he didn't do anything for him. He didn't need Aloha to come to his home.

October 29, 1997

Stephen Vento :
1456 Haverhill Dr
New Port Richey, FL

AS a customer of Aloha Utilities for approx
2½ years and moving in my new house at
the same time, I have had dirty water for
approx. 2 years.

on 9-29-97 my house was re-piped with
CPVC. since that time I have not seen
the dirty water.

Stephen Vento

Mr. Lewandowski has been a customer of Aloha Utilities since August 1994.

At hearing, Mr. Lewandowski voiced concerns with the following:

- 1.) water quality,
- 2.) high bills and,
- 3.) meter testing.

Aloha has not received any complaints from Mr. Lewandowski in the past seven years since he became a customer of Aloha Utilities.

In response to Mr. Lewandowski's call regarding a high bill, a service order was issued for his meter to be re-read on October 3, 2001. According to the meter reading received, the meter appeared to be registering accurately. A field test was conducted on his meter on November 15th. The meter appeared to be registering accurately according to the field test conducted on his meter, Mr. Lewandowski was then notified of his option to have a bench test conducted on his meter if he so chose. He was informed that the utility requires, as provided in the FPSC rules, a \$20.00 deposit and the application for a bench test to be completed. A bench test was performed per Mr. Lewandowski's request on December 7th. The meter was found to be registering accurately and was placed back into service at Mr. Lewandowski's residence on December 12th. A report of the meter bench test results was sent to Mr. Lewandowski on December 11, 2001.

We contacted Mr. Lewandowski to schedule an appointment to meet with our engineer on January 14th. He stated that he made his statement at the hearing and since it was in regards to billing and his meter test that no appointment would be necessary.