

State of Florida



Public Service Commission
-M-E-M-O-R-A-N-D-U-M-

DATE: July 22, 2002
TO: Division of the Commission Clerk and Administrative Services
FROM: Ralph R. *RRJ* Sager - Economic Regulation Section - Office of the General Counsel *max*
RE: Docket No. 010503-WU - Application for Increase in Water Rates for Seven Springs System in Pasco County by Aloha Utilities, Inc.

VIA FACSIMILE

The attached letter in support of OPC's response to Aloha's Motion for Stay was received by the Chairman's office on July 22, 2002. Please place in the docket file.

Thank you.

RRJ/jb

cc: Margaret Lytle (Southwest Florida Water Management District)
Steve Burgess (Office of Public Counsel)
F. Marshall Deterding, Esquire
Rep. Mike Fasano

E:\010503m2.rtf

DOCUMENT NUMBER DATE

07594 JUL 22 08

FPSC-COMMISSION CLERK

Mr. Edward O. Wood
1043 Daleside Lane
New Port Richey, Fl. 34655
July 16, 2002

RECEIVED

JUL 22 2002

Florida Public Service Commission
CHAIRMAN JABER

Ms. Lila A. Jaber, Chairman
Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL. 32399

Dear Ms. Jaber

RE: Aloha Utilities Docket 010503 WU, Motion for Stay of Order No. PSC-02-0593-FOF- WU

I am responding to Aloha's request for a Stay from subject order. I wish to adopt the Public Council's position in this matter. However I also have some additional comments.

Aloha has supplied water unfit to drink, and has caused significant damage to the plumbing systems of its customers. They have traditionally avoided any pro active response to the problem, "Black Water", in their licensed territory. In the "Motion for Stay", Aloha mentions many times that invoking the PSC Order is not in the public Interest. The real interest of the Public is eliminating the hydrogen sulfite problem.

Aloha has been over two (2) years with the pilot project the PSC ordered in Docket No 960545 WU In the past year nothing has been done on this project. I truly believe that Aloha flaunts the system. Their best business practice is to stall.

The order to remove the hydrogen sulfide and the implementation of same cannot be delayed or compromised. The date you gave them to accomplish this is to far in the future. We as customers can not wait until all the stalling methods have been exhausted. The methods for the treating of the water must be initiated Now!

There is no reason that there is any stalling on the Citizens Advisory Committee.

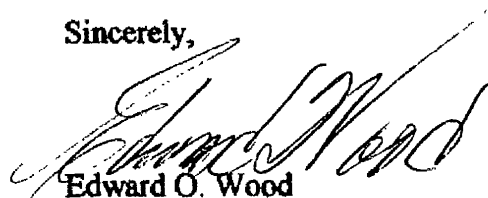
You say you want to establish a conservation rate. The largest waster of water in the Seven Springs Area is Aloha Utilities. With a 100 million gallons of unaccounted for water in a year, by Aloha, how can you try to initiate a conservation rate. That has got to be the oxymoron of all time. Why is Aloha flushing all the water daily down the sewer when the drought indicates they shouldn't be flushing?

Why does Aloha need a Web site? A more customer oriented company would be pro active to the customer needs, and would be supplying a product that meets customer needs. Aloha doesn't meet any of the criteria for being customer focused. How many customers would use such a site?

I hope that you will share my comments with the other Commissioners involved in the case. I

would hope you would move ahead with the said order. I also believe that based on the activity of this case, the PSC would work with the legislature, and the other agencies involved to bring the laws and regulations up to date so that the situations involved here will not be a question in future cases.

Sincerely,

A handwritten signature in cursive script, appearing to read "Edward O. Wood".

Edward O. Wood

CC: Representative Mike Fasano
Steve Burgess