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TIMOTHY DEVLIN, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

ORIGINAL

Public Service Commission

November 13, 2002

F. Marshall Deterding  
Rose, Sundstrom & Bentley, LLP  
2548 Blairstone Pines Drive  
Tallahassee, FL 32301

**Re: Docket No. 010503-WU - Application for increase in water rates for Seven Springs System in Pasco County by Aloha Utilities, Inc.**

Dear Mr. Deterding:

Pursuant to Order No. PSC-02-1056-PCO-WU, issued on August 5, 2002, the Commission ordered Aloha Utilities, Inc. (Aloha or utility) to implement the five customer service measures within 120 days of July 23, 2002, the date of the Commission's vote on Aloha's Motion for Stay. The deadline for the implementation of these customer service measures is November 20, 2002. Please provide the status regarding the utility's implementation of the above measures by November 18, 2002.

Further, by Order No. PSC-02-1056-PCO-WU, the Commission ordered Aloha to implement the conservation programs outlined in the Final Order No. PSC-02-0593-FOF-WU. As indicated in the Final Order, all parties agree that the utility needs to aggressively pursue conservation. As part of the Consent Order with the Southwest Florida Water Management District, the utility committed to seven conservation programs. With the exception of the new position to assist in administering conservation efforts, the Commission found that the remaining six programs were appropriate. Also, the Commission found that the addition of a Water Auditor to develop the programs should be adequate to get the programs off the ground. Please provide the status regarding the utility's implementation of the conservation programs by November 18, 2002.

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- MMS \_\_\_\_\_
- SEC \_\_\_\_\_
- OTH \_\_\_\_\_

DOCUMENT NUMBER 010503-WU

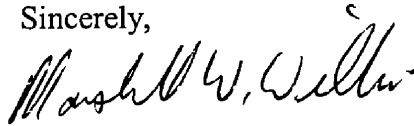
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If you have any questions, please contact Bart Fletcher at (850)413-7017 or by e-mail at [bfletche@psc.state.fl.us](mailto:bfletche@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink that reads "Marshall W. Willis". The signature is written in a cursive style with a large initial "M" and a distinct "W".

Marshall W. Willis  
Bureau Chief of Rate Filings

MWW:sbf

cc: Division of Economic Regulation (Devlin, Jenkins, Merchant, Fletcher, Platt)  
Office of the General Counsel (McLean, Helton, Cibula, Jaeger, Holley)  
Commission Clerk & Administrative Services