

State of Florida



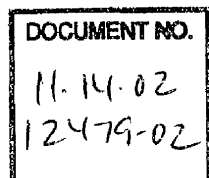
Public Service Commission
-M-E-M-O-R-A-N-D-U-M-

DATE: November 14, 2002
TO: Lila A. Jaber, Chairman
J. Terry Deason, Commissioner
Braulio L. Baez, Commissioner
Michael A. Palecki, Commissioner
Rudolph "Rudy" Bradley, Commissioner
FROM: Lorena A. Holley, Senior Attorney, Office of the General Counsel *LAM*
RE: Docket No. 020896-WS - Petition by Customers of Aloha Utilities, Inc. for Deletion of Portion of Territory in Seven Springs Area in Pasco County

Please be advised that the attached five letters from customers of Aloha Utilities, Inc. were received by the Chairmans's Office. These letters relate to staff's recommendation, which has been filed in the above-referenced docket for your consideration at the November 19, 2002 Agenda Conference, as Item No. 3.

cc: Division of the Commission Clerk and Administrative Services
Division of Economic Regulation (Willis, Walden)
Division of Consumer Affairs (Lowery)
Office of the General Counsel (McLean, Helton)
Senator Mike Fasano
All Parties of Record

I \memo-file lah



1037 Osceola Lane
New Port Richey Fl. 34655

Nov. 11, 2002

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Commissioner Lila Jaber

NOV 14 2002

Florida Public Service Commission
CHAIRMAN JABER

Re: Aloha Water

I am writing this letter to let you know, that we have a water conditioner and ozonosis system which ^{we} have to replace every nine months. The filter is black when it is removed. Even with the above protection against Aloha water we still get mold and rusty residue from the water in our shower and other areas when it is left to dry.

We would appreciate your help in this matter and the Public Service Commission's fight for better water.

Yours truly
Sylvia Schultheis
Tom Schultheis

DIANE & JOSEPH KOCIENDA
1728 BROADLEAF CT.
TRINITY, FL. 34655
(727) 372-2153
dtkocienda@msn.com

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NOV 12 2002

Florida Public Service Commission
CHAIRMAN JABER

November 8, 2002

Commission Chairman, Lila Jaber
Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Fl. 32399-0850

Ref: Aloha Utilities

Dear Ms. Jaber,

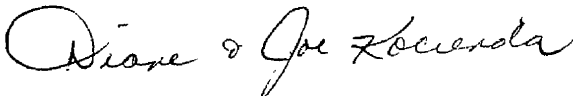
As a very unsatisfied customer of Aloha Utilities I recently signed a petition along with many others to eliminate this utility from servicing this area. This petition is now before your commission but it is my understanding that members of the PSC staff are recommending that this petition be put on the back burner until the First District Court of Appeal (DCA) disposes of the appeal that Aloha has brought regarding the April 30th orders of the PSC. I urge you not to let this happen. Customers of Aloha have been suffering with terrible water conditions for years with little or no satisfaction from anyone until recently. Your rulings against Aloha on April the 30th finally gave the people the hope that perhaps there was a light at the end of the tunnel.

Dr. Abraham Kurien has worked very diligently on behalf of the customers of Aloha (of which he is one). Evidently Aloha feels threatened by his actions and his recent letter to the PSC on behalf of the citizens who signed this petition and therefore has requested that he no longer speak for the masses but only for himself. I think this is a very sad event. He was not speaking as an attorney as they claim but as a citizen who has done a great deal of research into this matter. He was speaking with our full approval. But if it is individual responses that you want, here is mine. But isn't this a tactic that Aloha always uses, "there are only a few people with problems." Well we had well over 1000 signatures on that petition that were gathered in less than a weeks time. Aloha continues to try to make fools not only of its customers but the PSC and the courts as well. Their service and their water quality is not what other companies provide and you are the only ones that we the customers can turn too. Do not continue to turn your back on us.

Per Chapter 367.121.2 of the Florida Statutes you the PSC have the responsibility as well as the power to investigate a water Utility to protect the citizens from the "inability, refusal or neglect to provide reasonable adequate service." The exercise of this right by the PSC will not in anyway be a violation of the "sub judici nature of the matters appealed to the DCA. We have had many public hearings regarding Aloha and we feel that sufficient evidence has been provided to the PSC to substantiate that we have not received "reasonable adequate service" from Aloha. The Administrator of the Florida Water Drinking Program, Mr. Van Hoffnagle, concurs that Aloha might be using inadequate methodology.

Please do not allow this petition to be put aside. Do what is right for the consumer who have been fighting so long and so hard for the basic right to be able to have a glass of water without worrying about what may or may not be floating in it.

Sincerely,



Cc: Dr. Abraham Kurien
Office of Public Council
Senator Michael Fasano

A. R. WATTS
1030 TRARALGAR DRIVE
Address Line 2
NEW PORT RICHEY, FLORIDA, 34655
PASCO
Home Phone 727-372-6590
Email wattie26@msn.com

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Florida Public Service Commission
CHAIRMAN JABER

November 10, 2002

Commissioner Lila Jaber
Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Fl. [REDACTED]

Ref. Customer- Aloha Utilities

32399-0850
Refusal, neglect, inability to provide adequate service

Dear Commissioner :

Since we will probably have to wait for the First District Court of Appeal to dispose of Aloha Utilities Appeal, with no idea of how long this will take; it seems reasonable Aloha Utilities provide a Interim Technical Audit while DCA considers the appeal.

As a homeowner in Wyndtree, subdivision 5&7 along with homeowners of Wyndgate I ask for your Help to receive reasonably adequate water. Thank You.

A. R. Watts

Copy: Governor Jeb Bush
The Capital
Tallahassee, Fl. 32399-0001

Copy: Senator Mike Fasano
8217 Massachusetts Ave.
New Port Richey, Fl. 34653-3111

Sincerely,

THOMAS R. LIGNELL
7621 Albacore Drive
Trinity, Florida 34655

November 12, 2002

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NOV 14 2002

Florida Public Service Commission
CHAIRMAN JABER

Commissioner Lila Jaber
Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Aloha Utilities Inc.

Dear Commissioner Jaber:

We need relief from the lack of reasonable adequate service provided by Aloha Utilities and the substandard water they provide to this household. The water is distasteful, requiring us to maintain a reverse osmosis system for our drinking water.

Each day, we see "black water" coming from our faucets that aren't connected to the system and notice a sulfur odor. Efforts by ours and other homeowners' associations have been ignored by Aloha. Legal efforts have stalled any attempts by me and my neighbors to have Aloha provide us with drinkable water.

In the hearings coming soon we urge you to expedite any legal process now pending in order that we can get proper service from this utility.

Yours truly,



Thomas R. Lignell

Mr. & Mrs. E. O. Wood
1043 Daleside Lane
New Port Richey, FL. 34655-4293
November 12, 2002

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NOV 14 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: Water and Wastewater Docket 020896 WU. Customers petition regarding Aloha Utilities of Pasco County.

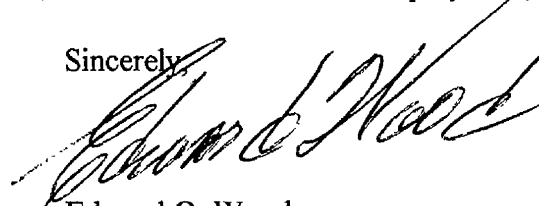
I am a customer of Aloha Utilities, and a signer of the petition asking that territory assigned to Aloha Utilities be revised if they cannot supply water that is acceptable to the customers. I am also a member of the Wyndtree 5 & 7 Homeowners Association Board of Directors. The Homeowners Association is also a customer of Aloha. As a board member I am looking at the interest of the Association and its members in this Docket.

I was very disappointed with the recommendation from the staff, that this case be put on hold until the Court of Appeals rules in Docket 010503 WU. It is unreasonable that any additional stalling be permitted. I have been involved in these Aloha hearings since Sept 1996. Many of my neighbors for a longer period of time. The only people who have been hurt in these hearings has been the customers of Aloha Utilities. Many of these customers have been forced to replace the plumbing in their homes at considerable expense. I have filed many complaints with the PSC regarding the condition of the water coming into my home. Some have been accepted by the PSC and some have been refused. As of the date I am still receiving Dirty Filthy Water.

All Aloha has done to date is stall and play hardball. For a State Agency that is suppose to look out for the well being of the citizens, I haven't seen any urgency on the part of the bureaucracy of the PSC. If something is not done soon every home in the Seven Springs area will have to replace their plumbing at great expense. All of this will happen because the State of Florida permitted Aloha Utilities to supply a product that was of poor quality and corrosive.

In the Hearing scheduled for the 19th of November I would expect the PSC to order Aloha to correct the problem in a reasonable amount of time, or redefine the Aloha monopoly area,

Sincerely,



Edward O. Wood

Gov Jeb Bush
Senator Mike Fasano