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November 15, 2002  
**VIA HAND DELIVERY**

Marshall Willis  
Division of Economic Regulation  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0873

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

Dear Marshall:

I received your letter dated November 13, 2002 in the above-referenced matter late on the afternoon of the 14<sup>th</sup>. I forwarded it onto my client that afternoon and it was in his hands by 4:30. Your letter requests submission of a report by Monday, November 18, 2002. Mr. Watford had a long-scheduled absence from the office today (Friday, November 15, 2002) and is planning to be in Tallahassee on Monday, November 18, 2002 for a meeting with you and other members of the Commission staff, and to be at the agenda conference on Tuesday, November 19, 2002.

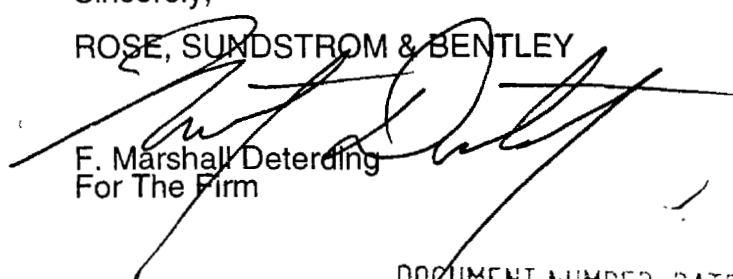
Since Mr. Watford is the person who would be responsible for overseeing and preparing the status report which you have requested, it is a physical impossibility for him to provide the information you have requested in two working days as your letter suggested. After Mr. Watford returns to his office on Wednesday, November 20, 2002, we should be able to provide you with a response to your letter, including a detailed outline of the progress made toward implementing the programs which you discuss, by either Friday, November 22, 2002 or Monday, November 25, 2002.

I trust that this slight delay does not present any problems. However, the requested reporting was not anticipated and the short turnaround time is logistically impossible, given the other commitments of the Utility personnel and their representatives. We will gladly provide you with the information requested as quickly as we can, and hopefully no later than Monday, November 25, 2002.

If you have any questions in this regard, please let me know.

Sincerely,

ROSE, SUNDSTROM & BENTLEY

  
F. Marshall Deterding  
For The Firm

AUS \_\_\_\_\_  
CAF \_\_\_\_\_  
CMP \_\_\_\_\_  
COM \_\_\_\_\_  
CTR \_\_\_\_\_  
ECR \_\_\_\_\_  
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OPC \_\_\_\_\_  
MMS \_\_\_\_\_  
SEC \_\_\_\_\_  
OTH \_\_\_\_\_

FMD/tms

cc: Blanca S. Bayo  
Ralph Jaeger, Esq.  
Lorena Holley, Esq.  
Mr. Stephen Watford  
David W. Porter, P.E.  
Robert C. Nixon, CPA

DOCUMENT NUMBER-DATE

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