



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

DATE: November 18, 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 *JBG/LAH*
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 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.

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COMMISSION
CLERK

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has original. Done 11/19/02

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

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DOCUMENT NUMBER-DATE
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11-12-02

COMMISSIONER HILA JABER
PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BLVD
TALLAHASSEE, FL 32399-0850

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NOV 18 2002

Florida Public Service Commission
CHAIRMAN JABER

DEAR COMMISSIONER:

I WOULD LIKE TO MAKE A FEW COMMENTS
ABOUT THE WATER CO., ALPHA UTILITIES.

① THE QUALITY OF WATER AS IT LEAVES OUR
FAUCETS IN OUR HOME, OFTEN COMES OUT IN
BLACK CHUNKS, AND CANNOT BE USED FOR
DRINKING.

② THE BLACK WATER PROBLEM, IN MY VIEW.

I BELIEVE THAT FROM TIME TO TIME, ALPHA
LEADS THE WATER WITH SOME TYPE OF
CHEMICAL THAT CORRODES THE INSIDE OF OUR
COPPER PIPES, AND THE CORROSION EXITS OUR
FAUCETS BLACK. WE HAVE HAD HOME OWNERS
IN OUR DEVELOPMENT THAT HAVE HAD TO REPLACE
THEIR PIPES AT A COST OF \$4500⁰⁰ TO 5000⁰⁰
PER JOB?

ALPHA TAKES THE POSITION THAT IF WE HAD
PVC PIPES WE WOULD NOT HAVE THIS
PROBLEM. DO ANY OF YOU WHO READ
THESE COMMENTS HAVE PVC IN YOUR HOME?

COPPER IS AND HAS BEEN THE STANDARD
OF HIGH QUALITY PLUMBING. LEPPER, IN MY
VIEW, IS NOT THE PROBLEM WITH OUR WATER

I WOULD LIKE TO TAKE THIS OPPORTUNITY
TO THANK SENATOR MIKE FASANO FOR HIS
INTEREST AND WORK IN THIS MATTER.

RESPECTFULLY

GEORGE D. DARCY OULLIS



1112 TRAFALGAR DR
NEW PORT RICHEY
FL 34655

COPY: GOVERNOR JEB BUSH

THE CAPITOL

TALLAHASSEE-FL 32399-0001

COPY: SENATOR MIKE FASANO

8217 MASSACHUSETTS AVE

NEW PORT RICHEY, FL 34653-3111

Stanley and Nancy Kerr
7605 Albacore Drive
New Port Richey, FL 34655
November 14, 2002

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Florida Public Service Commission
CHAIRMAN JABER

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

Dear Commissioner Jaber

We are residents of the Wyndtree subdivivision. Regarding the November 19th agenda conference meeting, please encourage the PSC staff to include our petition and to not hold it in abeyance as suggested by the staff.

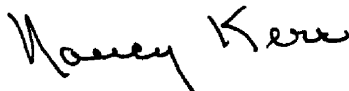
Although the First District Court of Appeal (DCA) has until April 30 to consider Aloha's appeal, this petition is compelling proof of the dissatisfaction of a good number of Aloha's customers. An interim technical audit of Aloha Utilities can be completed while the DCA considers the appeal. We are very concerned about the quality of our water, and many of our neighbors have provided evidence of our water problems.

We have confidence that the Public Service Commission is operating in the citizens' best interests and will consider this request.

Sincerely,



Stanley Kerr



Nancy Kerr

C: Governor Jeb Bush
Senator Mike Fasano

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Florida Public Service Commission
CHAIRMAN JABER

Nov. 14 - 02

COMMISSION CHAIRMAN, LILA JABER
PUBLIC SERVICE COMMISSION,
2540 SHUMARD OAK BLVD
TALLAHASSEE., FL., 32399-0850

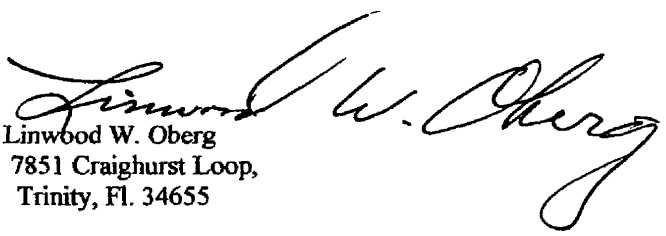
Dear Sir,

On July 15, 2002 I signed a petition which has been assigned your Docket # 020896-ws. I now understand that your staff has recommended to hold in abeyance said petition that seeks relief from being captive customers of Aloha, till the First District Court of Appeal (DCA) to which Aloha has appealed the April 30 orders of the PSC disposes that case.

My wife and I have suffered for many years, spent a lot of extra money to purchase useable, and drinking water from a source other than what comes from our pipes that we pay Aloha to supply to us. We now face the real possibility of having leaks develop from Aloha's wrongly treated water and we know of such case in a nearby dwelling using the same water. It costs thousands of dollars to reroute pipes that leak underground. You now know that it has been proven that Aloha's water has not been properly treated.

We beg of you and insist that immediate action be taken and not delay proper action by the PSC. You certainly have sufficient proof of the quality of the water we are having. Further delay could cause havoc with our pipes and pin hole leaks can cause much expensive damage. We want to be able to cook with and drink the water from our taps. We are being reasonable and have been for too long. We now want our PSC to do their job and get us what we pay for and deserve. Aloha has had plenty of time to rectify their problem and we expect you to act in our behalf. We have no one officially representing us except your good office. We, as a community, all agree something has to be done without further delay. Thousands of customers are involved and all are sick of the black water that is not drinkable or useable to cook with.

Sincerely,


Linwood W. Oberg
7851 Craighurst Loop,
Trinity, Fl. 34655

November 12, 2002

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

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NOV 13 2002

Florida Public Service Commission
CHAIRMAN JABER

Dear Commissioner,

1491 customers of Aloha Utilities have signed a petition which I understand the PSC staff is recommending that it be put on hold. My family & I ask that you "please hear our petition".

I have lived in Pasco county for the past six years & have been a customer of Aloha Utilities. My family & I have had to put up with poor quality water & inadequate service. Please help us! Listen to what we have to say read our petition

Yours truly,
Joyce Zellen

1100 Trafalgar Drive
New Port Richey, FL 34655

cc: Governor Jeb Bush
Senator Mike Fasano