

STATE OF FLORIDA

ORIGINAL

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Public Service Commission

December 10, 2002

Edward O. Wood  
1043 Daleside Lane  
New Port Richey, FL 34655-4293

Re: Aloha Utilities, Inc. (Aloha), Docket No. 010503-WU, Your E-Mail Dated November 25, 2002, Concerning Black Water and Discolored Water Coming From the Taps in Your House

Dear Mr. Wood:

I have been asked to respond to your e-mail dated November 25, 2002, which was received by our Consumer Affairs Division and assigned Tracking No. 0005721. In that e-mail, you complain about the water being "black" and discolored, and having metal particles in it. I can appreciate your frustration with your continuing problems with either discolored or "black" water.

As you know, the Commission issued Order No. PSC-02-0593-FOF-WU on April 30, 2002. Among many other things, that Order required the utility to make improvements to Wells Nos. 8 and 9, and then to all its wells, to implement a treatment process designed to remove at least 98 percent of the hydrogen sulfide in its raw water. Such improvements to all of Aloha's Seven Springs water system were to be placed into service by no later than December 31, 2003, and were designed to alleviate the "black water" problem. However, Aloha appealed that Order, and pursuant to Order No. PSC-02-1056-PCO-WU, issued on August 5, 2002, the requirement to make these improvements was stayed pending the outcome of the appeal. Therefore, the Commission must wait for the First District Court of Appeal to render its decision before taking any further action on requiring Aloha to make improvements to reduce hydrogen sulfide and the tendency of the water to produce copper sulfide (the black particulate in the water).

In your e-mail you express concern about the metal particles you observe in the water and whether consumption of those particles would pose a health problem. The Commission relies on the expertise of the Department of Environmental Protection (DEP) in this area, and you may want to contact DEP's head of the Drinking Water Program in your area. His name and address are set out below:

- AUS \_\_\_\_\_
- CAF \_\_\_\_\_
- CMP \_\_\_\_\_
- COM \_\_\_\_\_
- CTR \_\_\_\_\_
- EGR \_\_\_\_\_
- GCL \_\_\_\_\_
- OPC \_\_\_\_\_
- MMS \_\_\_\_\_
- SEC   I
- OTH \_\_\_\_\_

DOCUMENT NUMBER 13775 DEC 18 2002  
COMMISSION CLERK

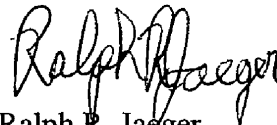
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Jeffry Greenwell  
Drinking Water Program  
Department of Environmental Protection's Southwest District  
3804 Coconut Palm Drive  
Tampa, FL 33619  
813-744-6100

Also, you may want to contact your local County Health Department. By this letter, I am providing both Mr. Greenwell and Pete Screnock with a copy of your e-mail.

Pending the outcome of the appeal or voluntary action of Aloha, it appears that there is little that the Commission can do at this time.

Sincerely,



Ralph R. Jaeger  
Senior Attorney

RRJ/jb

cc: Division of Economic Regulation (Willis)  
Division of Consumer Affairs (DeMello, R. Roland)  
Division of the Commission Clerk and Administrative Services  
Representative Mike Fasano  
Stephen Burgess (Office of Public Counsel)  
Margaret Lytle (Southwest Florida Water Management District)  
F. Marshall Deterding, Esq.  
Southwest District of Department of Environmental Protection, Drinking Water Section  
(Greenwell, Screnock)

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## Ralph Jaeger

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To: Bev DeMello  
Subject: RE: Other Complaints - 5721

-----Original Message-----

From: Bev DeMello  
Sent: Tuesday, December 17, 2002 1:53 PM  
To: Ralph Jaeger  
Subject: FW: Other Complaints - 5721

-----Original Message-----

From: Bev DeMello  
Sent: Monday, December 02, 2002 9:12 AM  
To: Mary Anne Helton  
Subject: FW: Other Complaints - 5721

Since Lorena is out, I'm forwarding this to you. Bev.

-----Original Message-----

From: Bev DeMello  
Sent: Monday, December 02, 2002 9:11 AM  
To: Lorena Holley; Ralph Jaeger  
Cc: Harold McLean  
Subject: FW: Other Complaints - 5721

Any suggestions? We've answered his previous complaints, but, as Ruth mentioned, we've been sending them to the docket file. Thoughts?

-----Original Message-----

From: Ruth McHargue  
Sent: Monday, December 02, 2002 9:00 AM  
To: Bev DeMello  
Subject: FW: Other Complaints - 5721

H Hi Bev,

We keep getting e-mails from Ed Wood regarding the black water issue. We have been forwarding them to be included with the docket since he was on the docket. However now he is advising he never got an answer from us. Not quite sure how to handle.

-----Original Message-----

From: Angie Hashisho  
Sent: Tuesday, November 26, 2002 9:21 AM  
To: Ruth McHargue  
Subject: FW: Other Complaints - 5721

Please advise.

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
Sent: Monday, November 25, 2002 9:57 PM  
To: contact@psc.state.fl.us  
Subject: Other Complaints - 5721

TRACKING NUMBER - 0005721 November 25, 2002

SERVICE ADDRESS

Account Number: 23858  
Business Account Name:  
Name: Edward Wood

Address: 1043 Daleside Lane  
City: New Port Richey  
Zip: 34655  
County: PASCO

CUSTOMER INFORMATION

Name: Edward Wood  
Address: 1043 Daleside Lane  
City: New Port Richey  
State: FL  
Zip: 34655  
Primary Phone: 727 376 0380  
E-mail: eow3rd@gte.net  
Contact By: Day Time Phone Number

COMPLAINT INFORMATION

Utility Name: WS001 Aloha Utilities, Inc.  
Did customer previously contact the utility?: Complaints have been filed but nothing is done to correct the problem  
Did customer previously contact the PSC?: I Have never received a case number nor have I ever received an answer as to what is going to be done to correct the problem

PROBLEM INFORMATION

Problem Type: Other Complaints  
Complaint Detail: On this date at about 5pm I had black water running from the taps in my house. Earlier in the day discolored water was coming from the taps. When is the state of florida going to do something to correct this situation. At the same time as the black water is running small pieces of medal are coming from the taps. I don't know what kind of medical problems would occur when would swallow these medal objects

For PSC Webmaster Use Only:  
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; Q312461)  
<http://www.psc.state.fl.us/consumers/complaint/review.cfm>  
[www.psc.state.fl.us](http://www.psc.state.fl.us)