

ORIGINAL

Director, Division of Commission and Administrative Services

Florida Public Service Commission

28 March 2004

2540 Shumard Oak Boulevard, Tallahassee, Fl. 32399-0850

Docket No. 020896-WS

Sir, I have been a customer of Aloha Utilities here in the Wyndgate area since May 1999. It has been a constant battle with our water Utility for better water. Dr. Levine's treatment options may be fine and very truthful. She knows the problems of our water and has some recommendations that might do some good. I have assisted our organized search and testing of our water by Dr. Kurien who was a cardiologist in private life but also has a degree in chemistry. With his help and findings we know what is in the water that needs much attention.

Aloha has ignored all our attempts and has given us astronomical costs to us users to install all or some of the options possible for corrections. The cost to the consumer and the time it would take to install an option leaves us to try a different path. Aloha will soon need to purchase water from other sources including Pasco County Utilities. This means there are presently emergency connections for Aloha to obtain water for their customers. Also, there are water pipes within a short distance from our pipes in the Trinity Area. It would be simple and easy at relatively small cost to connect with Pasco Utilities to obtain better water directly from them instead of from ALOHA.

I don't believe a small company has the capital to defray the huge costs of aforesaid options for the number of customers involved. We have suffered long enough (many have been much longer than this household) and want change NOW. Our best option is connecting to a large Utility to satisfy our need for good very useable water NOW. Please, this is very serious. This area is growing at a very fast rate and Aloha cannot keep up and will lose ability day by day with no real results as has been proven in the records. In Our household we cannot drink their water and would be afraid to try. Let me offer you our predicament—we have to buy useable water from good clean sources and it's costing our household at least \$30.88 per month over and above what we pay Aloha. We moved here from Spring Hill Florida 25 miles north of here and up there and had no problem there with the water or worry of our pipes springing leaks due to substance in the

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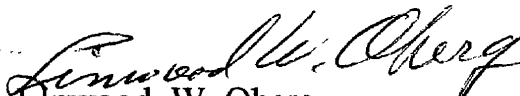
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water . We cook with water we buy outside. We buy water to drink. Sometimes the washer can't get the clothes clean enough due to Aloha water. We must have action now before we run into tremendous costs with underground copper pipes that begin to have leaks as has been the case in Wyndtree our sister community nearby.

We can't wait any longer. Please take action and let us connect to a large Utility like Pasco County that have made the necessary capital investments and have already installed some of the Dr. Levine's aforesaid option/s. We feel sure if we are allowed to connect , which is relatively easy, Our water will be better and the cost not so different.

Sincerely, 
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