

ORIGINAL

MEMORANDUM

RECEIVED FPSC

APR 19 PM 1:33

April 19, 2004

COMMISSION  
CLERK

TO: DIVISION OF THE COMMISSION CLERK AND ADMINISTRATIVE SERVICES

FROM: OFFICE OF THE GENERAL COUNSEL (GERVASI) *RS*

RE: DOCKET NO. 020896-WS - 020896-WS - PETITION BY CUSTOMERS OF ALOHA UTILITIES, INC. FOR DELETION OF PORTION OF TERRITORY IN SEVEN SPRINGS AREA IN PASCO COUNTY.

---

Please file the attached letter, with attachments, from V. Abraham Kurien, M.D., dated April 17, 2004, in the docket file for the above-referenced docket.

RG/dm

Attachment

I:\020896\020896-fm7.doc

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

DOCUMENT NUMBER DATE

04629 APR 19 04

FPSC-COMMISSION CLERK

V. Abraham Kurien, M.D.  
1822 Orchardgrove Avenue  
New Port Richey, FL. 34655

Atty. Rosanne Gervasi,  
Senior Attorney, FPSC  
2540 Shumard Oak Boulevard  
TALLAHASSEE, FL 32399-0850

APR 19 2004

STATE OF FLORIDA  
PUBLIC SERVICE COMMISSION

April 17, 2004

Dear Atty. Rosanne Gervasi,

DOCKET NO 020896

Ms Carol Cassara, Senior Vice President of the public relations firm Tucker/Hall contracted by Aloha Utilities Inc, has recently approached me.

I wanted to keep you informed of this overture and the response of the Better Water Now Group that is consistent with the expression of sentiment by those customers present at the recent hearing by the PSC on April 8 in New Port Richey.

The customers remain focused on their effort to get BETTER WATER NOW! through the efforts of the PSC and are looking forward to the next step in the process that the PSC intends to undertake.

I will be out of the country from April 26 till May 24, but am looking forward to your staff recommendations.

Yours sincerely,

*V. Abraham Kurien*  
V. Abraham Kurien, M.D.

Enclosures:  
Correspondence with Tucker/Hall  
E-c Atty. Steve Burgess, OPC.

DOCUMENT NUMBER DATE

04629 APR 19 04

FPSC-COMMISSION CLERK

V. Abraham Kurien, M.D  
1822 Orchardgrove Avenue,  
NEW PORT RICHEY, FL 34655

Ms Carol A. Cassara  
Senior Vice President,  
Tucker/Hall, Inc.  
One Tampa City Center, Suite 2760  
Tampa, Fl 33602

April 16, 2004

Dear Ms Cassara,

As I indicated to you on April 14<sup>th</sup>, I have consulted with the group of customers who I have met with on a regular basis following the PSC chairman Baez's instructions on February 17<sup>th</sup>, 2004.

They are of the unanimous opinion that you should have the opportunity to be exposed to the views of a wider group of customers than the few that I was able to meet with yesterday. They pointed out there is a whole array of documentation from as early as 1993 about the concerns of the customers about the quality of the water that comes out of their faucets and the quality of service they have received from Aloha. There is also extensive documentation in the records of the numerous public hearings held by the FPSC of the points of view of a wider spectrum of customers, the actions taken by the FPSC and Aloha's response to them. In addition a survey done by Aloha itself, at the request of the FPSC in 1998, gives a very good portrait of the extent of the problem.

I have provided Aloha directly and through submissions to the PSC, which were distributed to parties of official record, my personal understanding of what the problems are and how to approach a fair resolution. I am on record as having expressed my willingness during the last two years to dialogue with Aloha, which option unfortunately was not utilized. Upon reviewing the above mentioned information, you will recognize there has been a gradual evolution of my perception of the situation from January 2002 to the present time, largely dependent on Aloha's response to my attempts to help resolve these issues in a fair manner.

More recently during the PSC Customer Service hearing on April 8<sup>th</sup> 2004, a significant number of customers expressed their continuing concerns about the lack of progress in the discussions to improve matters. You can access a full record of that through the audio recording of the hearing, which the PSC will be able to supply you.

The customers are now concentrating on opportunities for resolution of their concerns through the action of the Public Service Commission, which has the ultimate authority and jurisdiction to ensure that customers receive water of competitive standards and price.

In view of the extensive archived information available to you, it seems that what would be more profitable at this stage would be for you to review this information which will give Aloha a chance to understand the extent of customer frustration as well as determine with your help what it needs to do at this stage to make it possible for the citizens of Seven Springs to have better quality water at reasonably comparable cost and from a provider who is customer oriented.

Once that task is completed and if I can be of help in clarifying the issues any further, I can be reached once again when necessary.

Yours sincerely,

*V. Abraham Kurien*

V. Abraham Kurien, M.D.

**Subject:** Aloha project  
**From:** "Carol Cassara" <ccassara@tuckerhall.com>  
**Date:** Wed, 14 Apr 2004 16:47:38 -0400  
**To:** <akurien@attglobal.net>  
**CC:** <pfield@igc.org>, "Carol Cassara" <ccassara@tuckerhall.com>

Dear Dr.Kurien,

Thank you for your time and courtesy today. It is my understanding that you will meet with Better Water Now tomorrow and ask them if they would like to appoint three individuals to meet with me and my consulting partner, Pat Field. He is copied on this email.

As we discussed, our aim would be to understand your views on Aloha and its relations with its customers and to get your advice for developing a meaningful, constructive outreach strategy. We're not asking to sell you on any point of view, but instead we want to hear yours directly from you, instead of from a third party such as the media or Aloha.

I mentioned that we work within a specific code of ethics—it is attached, as you requested. The meetings are confidential, in that we would not report anything attributable to any individual but instead report back overall findings from our meetings with you and with other stakeholders in this situation.. We would present all interviewees and Aloha with a draft of our findings from all our meetings for your review/comment.

I have also attached Patrick Field's credentials, as you asked. Patrick is one of the most experienced and qualified facilitators in the nation. But I want to make sure we all understand that this is not a negotiation of any kind or a mediation—but instead an information-gathering effort—so that we are hearing your views from you.

We suggest either three 1/1 meetings at one hour each, or a 2-hour meeting with the group of three. We could do these any time on Friday, 4/23 or Saturday morning 4/24. It is possible that some of those times would be taken by others we are calling, but we will try to retain Saturday morning in its entirety if at all possible.

You can reach me toll free at 888 813 7668 (it is forwarded into my cell) and should that fail, (it shouldn't, I tried it, but just in case) my direct cell is 408 529 1768.

Thank you very much for your consideration.

Carol  
Carol A. Cassara  
Senior Vice President  
Tucker/Hall, Inc.

mailbox:///C:/WINDOWS/Application%20Data/Mozilla/Profiles/ak...

**Subject:** Your invitation  
**From:** "V. Abraham Kurien" <akurien@attglobal.net>  
**Date:** Fri, 16 Apr 2004 11:58:55 -0400  
**To:** Carol Cassara <ccassara@tuckerhall.com>

Dear Ms Cassara,

I am attaching to this letter, my response to your invitation to meet with you and Mr Patrick Field. He has excellent credentials and your ethics statements are very appropriate.

I am also sending you a copy by mail, to ensure that there will be no claims of nonreceipt.

Abe Kurien