

ORIGINAL

4417 Harney Court  
New Port Richey, FL 34655  
June 8, 2004

The Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-PPSC  
JUN 10 AM 10:15  
COMMISSION  
CLERK

RE: DOCKET NO. 020896

Gentlemen:

I am enclosing a copy of a map showing Riverside Village Estates, Unit 4, together with a signed petition that was recently circulated in this community regarding our water service from Aloha Utilities. Also enclosed is a copy of a summary that accompanied this petition listing many reasons why it would be beneficial for our community to disconnect from Aloha Utilities and become customers of Pasco County Utilities.

Over the past several years there have been numerous complaints about our water quality and whenever meetings were held on this subject, there was standing room only. As responsible citizens, we feel it is our duty to do all we can to provide a healthy environment, including clean water, for our children and ourselves. As you can see from the overwhelming response, the residents of this community are tired of being forced to purchase and consume this poor quality water and are looking to you for help in resolving this ongoing problem.

We are thankful for the meetings and hearings that educated the public on this important matter and are now ready to act on this information. It is my understanding that, under the above docket number, neighboring communities have begun negotiations to disconnect from Aloha Utilities and become customers of PSC. On behalf of the residents of Riverside Village Estates, I urge you to consider our request in becoming part of these negotiations. Any help you can give us will be greatly appreciated.

- CMP \_\_\_\_\_
- COM \_\_\_\_\_
- CTR \_\_\_\_\_
- ECR \_\_\_\_\_
- GCL \_\_\_\_\_
- OPC \_\_\_\_\_
- MMS \_\_\_\_\_

If any further information is required, please feel free to contact me at the above address or at (727) 372-2629. Thank you for your attention to this matter.

- RCA \_\_\_\_\_
- SCR \_\_\_\_\_
- SEC 1 Enc.
- OTH Kim P.

Very truly yours,  
*Ann Winkler*  
Ann Winkler

DOCUMENT NUMBER-DATE  
06481 JUN 10 04  
FPSC-COMMISSION CLERK

# RIVERSIDE VILLAGE UNIT 4

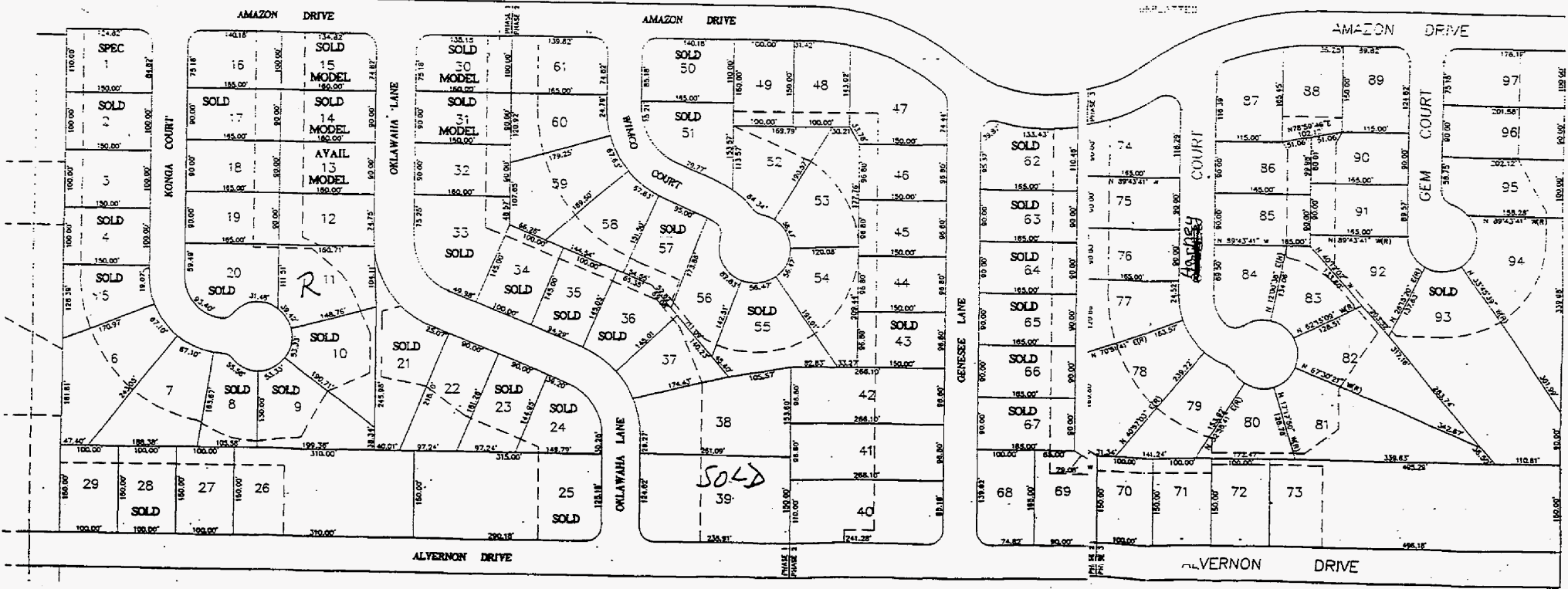
## PHASE 1 and 2

A PORTION OF THE EAST 1/2 OF SECTION 13, TOWNSHIP 26 SOUTH, RANGE 16 EAST, PASCO COUNTY, FLORIDA



## PHASE 3

A PORTION OF THE EAST 1/2 OF SECTION 13, TOWNSHIP 26 SOUTH, RANGE 16 EAST, PASCO COUNTY, FLORIDA



UNPLATTED

## ALOHA CUSTOMERS

The Florida Public Service Commission (PSC) held a public hearing on April 8, 2004 at the West Pasco Government Center to obtain Aloha customer input regarding options to improve water quality. Attendance was overwhelming and a group of petitioners who have studied the issues and options presented their reasons for a direct connection to Pasco County Utility as the best option for customers. The following is a summary of their findings:

- Aloha customers have been complaining about water quality since 1993 without resolution of the problem.
- The PSC has held a number of public hearings between 1996-2002 and the Department of Environmental Protection has conducted several investigations but Aloha has not offered an affordable solution yet. Aloha's suggested solution in 1998 to improve water quality would have meant a 398% increase to our water bills.
- In 2002, the PSC mandated Aloha to form a Citizens' Advisory Committee to work with the utility to find "expedient and compatible solutions", but lack of cooperation from Aloha and its legalistic attitudes have made it impossible to achieve solutions.
- Aloha sought permission from PSC in 2002 to collect \$659,000 from customers, the amount it should have collected from builders. Customer intervention was instrumental in preventing it!
- Aloha has yet to refund \$275,000 it collected from customers via an interim rate increase allowed prior to the 2002 PSC hearing. After the hearing, PSC denied the interim increase and ordered a refund in June 2003.

The PSC held this hearing to understand what options are appropriate at the present time to provide Aloha customers with better quality water.

### OPTION 1: STAY WITH ALOHA

Aloha has a permit from South West Florida Water Management District (SWFWMD) to pump an average of 2.04 million gallons of raw water per day from its underground wells. However, it is already over-pumping by nearly a million gallons per day. SWFWMD is in litigation with Aloha to reduce this over-pumping. Aloha estimates that water demand will rise to six million gallons per day in the foreseeable future.

Where will Aloha get this water? It will most likely have to buy water at bulk rate from Pasco County Utility and resell it to us, resulting in an increase in cost of close to \$1.50 per thousand gallons.

In order to get Pasco County Utility water to its customers, Aloha will have to make a substantial outlay to provide large connections to Pasco County Utilities main supply lines.

Aloha has submitted two plans to the PSC for improving the quality of its own limited source of water. One is to build three aeration towers at a cost of \$17 million. The other is to build a reverse osmosis system that will cost \$20-\$30 million.

WHO WILL PAY THESE NEW COSTS ??? **WE WILL – THROUGH SIGNIFICANTLY HIGHER WATER RATES!!!**

Option 2: CONNECT TO PASCO COUNTY UTILITY AS ITS RETAIL CUSTOMERS

This option will also increase the cost of water to the customers. Pasco County Utilities will need to install larger pipes and connections to bring its water to the Seven Springs Area. Staying with Aloha would also require larger pipes and connections. The county will also charge a connection fee of \$556 per household. However, the county has already set a precedent of allowing new customers to amortize these costs over 20 years at low interest as a relatively small monthly surcharge.

However, there are significant advantages to becoming retail customers of Pasco County Utilities.

- The customers will get water at a residential rate that is much lower than the rate that Aloha will charge if it obtains water from Pasco County Utility.
- Pasco County Utility water meets a “performance standard” set by Tampa Bay Water, which is higher than the “legal standard” Aloha follows.
- Water supply for the foreseeable future is guaranteed through Tampa Bay Water Board from which Pasco receives it processed water.
- Last, but by far not least, Pasco County Utility provides opportunity for customers to have direct input into its management through elected Commissioners.

**Our water rates will increase over the next few years irrespective of the choice we make.** It is up to us to demand that we be allowed to switch to Pasco County Utilities because of 1) the lower financial impact; 2) assurance of continued water supply; 3) a more friendly as well as proactive customer service and, 4) most importantly, because water quality improvement can be achieved within a shorter interval of time

We ask that you support the efforts made thus far by the dedicated people who attended the hearings and made their views and concerns known where it counts. By signing the attached Petition you can help Riverside Village Estates take important steps in joining other Pasco County communities on their mission for better water. There is strength and power in numbers.

**THANK YOU FOR YOUR SUPPORT.**





PETITION

As you know, Riverside Village Estates in one of the areas presently serviced by Aloha Utilities. Over the years there have been numerous complaints about the poor quality of the water they supply. Until now we had no choice but to pay for and consume this water. However, due to the large number of dissatisfied customers attending hearings on this subject, their voices have been heard and we now have the opportunity to be grandfathered in with Trinity in its effort to change from Aloha Utilities to Pasco County Utilities. Your signature on this Petition will indicate that you are in agreement to this change.

NAME (Please Print) ADDRESS SIGNATURE

SHANNON McIVER 4402 Harney Ct. NPR FL 34655 Shannon McIver  
MIRIAM McIVER 4402 Harney Ct. NPR FL 34655 Miriam McIver  
Jenny Ann Winkler 4417 Harney Ct. NPR FL 34655 Jenny Ann Winkler  
GERARD A. GIRARDO 4405 HARNEY CT, NPR, FL 34655 Gerard A. Girardo  
KRISTINE P. PANETTA 4330 Harney Ct. NPR FL 34655 Kristine Panetta  
Joseph V. Panetta 4330 HARNEY CT NPR FL 34655 Joseph V. Panetta  
Gloria Rikenthor 4353 HARNEY CT NPR FL 34655 Gloria Rikenthor  
TERESA LASKA 4345 Harney Ct. NPR 34655 Teresa Laska  
Robert Morris 4412 Harney Ct. NPR 34655 Robert Morris  
M. ELAINE MORRIS 4412 HARNEY CT. NPR M. Elaine Morris  
MARGE PENDERGAST 4339 HARNEY CT. NPR Marge Pendergast  
RONALD PENDERGAST 4339 HARNEY CT. NPR Ronald Pendergast  
Marie Patri 4319 Harney Ct., N.P.R. FL Marie Patri  
Mike Patri 4319 Harney Ct. N.P.R. FL Mike Patri  
William Hight 4353 Harney Ct. NPR FL William Hight  
Judith Mahala 4325 Harney St. NPR FL Judith Mahala  
John Mahala 4325 Harney St. NPR FL John Mahala  
Bob Stinson 4324 Harney Ct. NPR FL Bob Stinson  
BERNARDO So 130 E









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NAME (Please Print)

ADDRESS

SIGNATURE

RAYMOND A. STREKER 4340 OKLAHOMA LA. NAPER Raymond A. Stroker

Lined area for additional signatures and addresses.



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NAME (Please Print)

ADDRESS

SIGNATURE

|                    |                 |                    |
|--------------------|-----------------|--------------------|
| Jana McLane        | 4405 Wimco Ct   | Jana McLane        |
| DAVID Kennedy      | 4448 Wimco Ct   | David Kennedy      |
| WALTER ZIMMY       | 4447 Wimco Ct   | Walter Zimmy       |
| Shwood F. Foster   | 4433 Wimco Ct   | Shwood F. Foster   |
| KIM PAULS          | 4401 Wimco Ct   | Kim Pauls          |
| Tom Bealle         | 4404 Wimco Ct   | Tom Bealle         |
| Stephen Logan      | 4436 Wimco Ct   | Stephen Logan      |
| VERA RENOUIS       | 4439 Wimco Ct   | Vera Renouis       |
| LORI O'Dell        | 9718 Amazon Dr. | Lori O'Dell        |
| Mark O'Neil        | 4417 Wimco Ct.  | Mark O'Neil        |
| Michael A. Karabak | 4412 Wimco Ct   | Michael A. Karabak |

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NAME (Please Print) ADDRESS SIGNATURE

Penny Wilson 9529 Alvernon Dr NPR, FL 34655 Penny M Wilson

Juanne Agush 9507 Alvernon Dr NPR FL 34655 Juanne Agush

JUDITH KRUMSEN 9821 ALVERNON DR NPR FL 34655 Judith G. Krudsen

~~Allen Fink~~ Laura Fink 9851 Alvernon Dr. NPR, FL 34655 Laura Fink

Allen Fink 9857 Alvernon Dr. NPR, FL 34655 Allen Fink

Ray Lori Schurr 9811 Alvernon Dr NPR, FL 34655 Lori Schurr

Michael & Diane Vandiver 9517 Alvernon Dr. NPR 34654 Michael & Diane Vandiver

Diane Vandiver 9517 Alvernon Dr. NPR FL 34655 Diane Vandiver

FRANK & FRANCES SEPANSKI 4340 GENESEE LN NPR FL 34655 Frank & Frances Sepanski

~~RUSSELL & NANCY GRAMATZKY~~ RUSSELL & NANCY GRAMATZKY 4404 GENESEE LN. N. PR. 34660 Nancy Gramatzky

Karen MacDowell 4411 Genesee Lane NPR 34655 Karen MacDowell

Denise Hallowell 9639 Alvernon Dr. NPR FL 33655 D. Hall-11

Mary Harndge 4350 Genesee Ln, NPR FL. 34655 M.K. Harndge

EARL WATSON 4401 GENESEE LN. NPR FL 34655 Earl Watson

( 4414 (out of state) (not home) (Genesee Ln) )

EDWARD HITSCH 9927 Alvernon Dr NPR FL 34655 Edward Hirsch

KENEE FOUTS 9841 Alvernon Dr Kennee Fouts

L





