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Public Service Commission

August 17, 2004

Ms. Marguerite Clarke
4412 Sawgrass Blvd.
New Port Richey, Florida 34653

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

Dear Ms. Clarke:

Senator Fasano has asked Chairman Baez of the Florida Public Service Commission to provide you with any sort of guidance that may be of assistance to you with respect to the water quality problem that you are experiencing. This Commission always appreciates hearing from utility customers concerning the quality of utility service that they receive. A copy of your letter has been placed on the correspondence side of the above-referenced docket file. Because the above-referenced docket has been opened to address certain customer petitions for deletion of territory due to the black water problem that exists within the service territory of Aloha Utilities, Inc. (Aloha or utility), the Chairman may not comment upon matters relevant to the case outside of an open public forum. Therefore, the Chairman's Office has asked that I respond to your letter.

Please be advised that by Order No. PSC-04-0712-PAA-WS, issued July 20, 2004, the Commission decided to set the Aloha customer petitions for deletion of territory directly for hearing. The Commission also required Aloha to "make improvements to its wells 8 and 9 and then to all of its wells as needed to meet a goal of 0.1 mg/L of sulfides in its finished water as that water leaves the treatment facilities of the utility. Compliance with such requirement shall be determined based upon samples taken at least annually from a point of connection just after all treatment systems and before entry of such water into the transmission and distribution system of the utility. Aloha shall implement this standard no later than February 12, 2005." An evidentiary hearing on this directive has been requested.

A technical hearing on the deletion petitions is scheduled to take place in New Port Richey on March 8-10, 2005. Customer service hearings are scheduled to be held in advance of the technical hearing, on January 27-28, 2004, also in New Port Richey. All customers of Aloha's Seven Springs service territory will receive notice of the dates, times, and location of the hearings closer to the time of the hearings. The purpose of the customer service hearings will be

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Ms. Marguerite Clarke

August 17, 2004

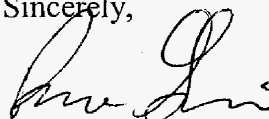
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to provide Aloha customers within the Seven Springs service area with the opportunity to directly address the Commission about the issues of the case. You are encouraged to attend and participate in the customer service hearings. The technical hearing will also be open for the public to observe.

Finally, you may monitor the ongoing activities in the case from the Commission's website, located at www.floridapsc.com by clicking on the link for "Regulated Utilities, water and wastewater," on the bottom right of your screen, then clicking on "dockets," then "Search Dockets by Docket Number," and entering 020896 (the docket number assigned to this case).

If I may be of further assistance, please feel free to contact me at (850) 413-6224, or by email at rgervasi@psc.state.fl.us. For technical questions concerning the case, please feel free to contact Mr. Tom Walden, who is a member of the Commission's engineering staff, at (850) 413-6950, or by email at twalden@psc.state.fl.us.

Sincerely,



Rosanne Gervasi
Senior Attorney

cc: Division of the Commission Clerk and Administrative Services
Senator Mike Fasano
F. Marshall Deterding, Esq.
Charles Beck, Esq.
V. Abraham Kurien, M.D.
John H. Gaul, Ph.D
Mr. Edward O. Wood
Mr. Harry Hawcroft