

JAMES E. "JIM" KING, JR.
President



Harold McLean
Public Counsel

ORIGINAL
STATE OF FLORIDA
OFFICE OF PUBLIC COUNSEL

c/o THE FLORIDA LEGISLATURE
111 WEST MADISON ST.
ROOM 812
TALLAHASSEE, FLORIDA 32399-1400
850-488-9330

EMAIL : OPC_WEBSITE@LEG.STATE.FL.US
WWW.FLORIDAOPC.GOV

JOHNNIE BYRD
Speaker



Charles J. Beck
Deputy Public Counsel

November 18, 2004

Blanca S. Bayo, Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RECEIVED-FPSC
04 NOV 18 PM 1:51
COMMISSION
CLERK

Re: Docket Nos. 020896-WS & 010503-WU

Dear Ms. Bayo:

Enclosed for filing, on behalf of the Petitioners, are the original and 15 copies of the Direct Testimony of John Parese.

Please indicate the time and date of receipt on the enclosed duplicate of this letter and return it to our office.

Sincerely,

Charles J. Beck
Deputy Public Counsel

- CMP _____
- COM 5
- CTR org
- ECR _____
- GCL 1 CJB:bsr
- OPC _____
- MMS _____ Enclosure
- RCA _____
- SCR _____
- SEC 1
- OTH _____

RECEIVED & FILED

R.V.D.
FPSC-BUREAU OF RECORDS

DOCUMENT NUMBER-DATE

12386 NOV 18 04

FPSC-COMMISSION CLERK

ORIGINAL

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition by customers of Aloha)
Utilities, Inc. for deletion of portion)
of territory in Seven Springs area in)
Pasco County)

Docket No. 020896-WS

In re: Application for Increase in)
Water Rates for Seven Springs)
System in Pasco County by Aloha)
Utilities, Inc.)

Docket No. 010503-WU

Filed: November 18, 2004

DIRECT TESTIMONY

OF

JOHN PARESE

DOCUMENT NUMBER-DATE

12386 NOV 18 3

FPSC-COMMISSION CLERK

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition by customers of Aloha)
Utilities, Inc. for deletion of portion)
of territory in Seven Springs area in)
Pasco County)

Docket No. 020896-WS

In re: Application for Increase in)
Water Rates for Seven Springs)
System in Pasco County by Aloha)
Utilities, Inc.)

Docket No. 010503-WU

Filed: November 18, 2004

DIRECT TESTIMONY

OF

JOHN PARESE

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

Dockets Nos. 020896-WS & 010503-WU

DIRECT TESTIMONY

OF

JOHN PARESE

Q. PLEASE STATE YOUR NAME AND PROVIDE YOUR PLACE OF RESIDENCE.

A. My name is John Parese, and I live at 4029 Casa del Sol Way, New Port Richey, FL 34655. My home is located in the area known as Riverside Villas, or Villa del Rio.

Q. DID YOU FILE A PETITION FOR DELETION ON OR ABOUT DECEMBER 29, 2003, ON BEHALF OF THE RESIDENTS LOCATED IN RIVERSIDE VILLAS?

A. Yes.

Q. DO YOU HAVE A MAP SHOWING THE LOCATIONS OF THE AREA YOU WANT TO BE DELETED FROM THE AREA SERVED BY ALOHA UTILITIES?

A. Yes, I have attached the map as Exhibit JP-1.

Q. DO YOU DRINK ALOHA WATER FROM YOUR TAP?

A. No! Use exclusively bottled water, even for the dog.

1 Q. HAVE YOU MADE INQUIREIES ABOUT THE QUALITY OF
2 WATER THAT CUSTOMERS OF OTHER UTILITIES IN THE
3 NEIGHBORING AREAS RECEIVE?

4 A. Yes. Pasco County Utilities customers all claim water to be excellent and can
5 be used directly from the tap.

6

7 Q. WHAT HAS BEEN YOUR EXPERIENCE OF THE CUSTOMER
8 SERVICE OF ALOHA UTILITIES?

9 A. I have always found them to be rude, impatient with questions and giving the
10 impression of not being totally truthful. My feeling is that this attitude begins
11 at the top of their corporate structure and filters down. The company reeks of
12 arrogance!

13

14 Q. IF YOU HAD A CHOICE OF RECEIVING WATER FROM
15 ANOTHER UTILITY AT REASONABLE RATES WOULD YOU
16 CONTINUE TO BUY WATER FROM ALOHA UTILITIES?

17 A. I would not hesitate to buy water from another utility.

18

19 Q. WHO DO YOU THINK SHOULD TAKE THE PRIMARY INITIATIVE
20 IN IMPROVING THE WATER QUALITY?

21 A. Under no circumstances do I think we the homeowners should need to bear
22 any expense to fix the problems of Aloha. Their suggestions in the past were
23 to flush, let run, change plumbing, change faucets, not use water softeners,

1 etc. It is up to them to supply us with a good quality water of which we do not
2 need to be suspicious.

3

4 **Q. DO YOU HAVE ANY CONCLUDING REMARKS?**

5 A. It is ironic that most of the complaints against Aloha have the same common
6 theme of indifference and arrogance along with the suggestion that the bad
7 water problem was the fault of the homeowner. And these faults would
8 require them to perform several tasks at considerable expense in order to
9 alleviate the problem. The bottom line to this is that the remedies suggested
10 by Aloha personnel do not work!

11

12 We have been experiencing the bad water problem for quite some time and
13 are still doing so. It is time to again ask to be deleted from the Aloha territory
14 and be provided with water that we need not be thinking about almost daily.

15

16 **Q. DOES THAT CONCLUDE YOUR TESTIMONY?**

17 A. Yes.

EXHIBIT



DOCKET NO: 020896-WS
VILLA DEL RIO
EXHIBIT NO: 1

Villa Del Rio (RIVERSIDE VILLAS) COMMON AREA STREETS

NO PARKING ANYTIME

LITTLE RD.

110 PLEX

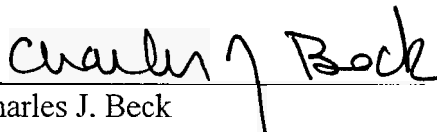


SEVEN SPRINGS
CC + GOLF COURSE

H 16 54

**DOCKET NOS. 001503-TP and 020896-WU
CERTIFICATE OF SERVICE**

I HEREBY CERTIFY that a copy of the foregoing has been furnished by U.S. Mail
or hand-delivery to the following parties on this 18th day of November, 2004.


Charles J. Beck

Rosanne Gervasi, Esquire
Division of Legal Services
Fla. Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

F. Marshall Deterding, Esquire
John Wharton, Esquire
Rose, Sundstrom and Bentley, LLP
2548 Blairstone Pines Drive
Tallahassee, FL 32301

Mr. Harry Hawcrof
1612 Boswell Avenue
New Port Richey, FL 34655

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

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

Senator Mike Fasano
8217 Massachusetts Avenue
New Port Richey, FL 34653

Aloha Utilities, Inc.
Mr. Stephen G. Watford
6915 Perrine Ranch Road
New Port Richey, FL 34655-3904

John H. Gaul, Ph.D.
7633 Albacore Drive
New Port Richey, FL 34655

Wayne T. Forehand, Chairman
Citizens' Advisory Committee
1216 Arlinbrook Drive
Trinity, FL 34655-4556

James Mitchell, Jr.
Riviera Home Owners Association
5957 Riviera Lane
New Port Richey, FL 34655

Ann Winkler
Riverside Village Estates, Unit 4
4417 Harney Court
New Port Richey, FL 34655

John Parese
Riverside Villas
4029 Casa del Sol Way
New Port Richey, FL 34655