

ORIGINAL

JAMES E. "JIM" KING, JR.
President

JOHNNIE BYRD
Speaker



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

Harold McLean
Public Counsel

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

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

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04 NOV 18 PM 1:47
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 Bryan Jameson.

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
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DOCUMENT NUMBER-DATE

12393 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

BRYAN JAMESON

DOCUMENT NUMBER-DATE

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BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

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Filed: November 18, 2004

DIRECT TESTIMONY

OF

BRYAN JAMESON

1 **BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**

2 **Docket Nos. 020896-WS & 010503-WU**

3 DIRECT TESTIMONY

4 OF

5 BRYAN JAMESON

6
7 **Q. PLEASE STATE YOUR NAME AND ADDRESS.**

8 A. Bryan Jameson, 6152 Claire de Lune Ct., New Port Richey, FL 34655

9
10 **Q. WHICH UTILITY SUPPLIES YOUR DRINKING WATER AND FOR**
11 **HOW LONG HAVE YOU BEEN A CUSTOMER OF THAT UTILITY?**

12 A. My water is supplied by Aloha Utilities, Inc. I have been a customer of Aloha
13 Utilities since 1992.

14
15 **Q. ARE YOU SATISFIED WITH THE QUALITY OF WATER IN YOUR**
16 **DOMESTIC PLUMBING?**

17 A. No.

18
19 **Q. WHY?**

20 A. We had our house built at our current address 6 years ago and immediately our
21 water came out of faucets black. It stained our clothes when we did laundry and
22 has been undrinkable. We have had to replace water fixtures and one dishwasher

1 because the water destroyed components of these fixtures and dishwasher. In
2 2003 we had to have our house replumbed with CVPC because the water had
3 destroyed our copper plumbing.

4

5 **Q. DO YOU DRINK THE WATER FROM YOUR TAPS?**

6 A. No.

7

8 **Q. WHAT DISTRESSES YOU ABOUT THE QUALITY OF WATER?**

9 A. It smells, it's dirty and it has been corrosive to our appliances and water fixtures.
10 I can't imagine what it would do to us personally if we drank it. It's bad enough
11 that we have to shower in it. I am sure that the water may be a source of my skin
12 problems.

13

14 **Q. HOW FREQUENTLY DO YOU EXPERIENCE POOR WATER
15 QUALITY?**

16 A. Poor water quality from Aloha Utilities is experienced 100% of the time.

17

18 **Q. DO YOU EXPERIENCE POOR QUALITY FROM BOTH THE HOT
19 WATER AND COLD WATER FAUCETS?**

20 A. Yes.

21

22 **Q. HAVE YOU SOUGHT THE HELP OF ALOHA UTILITY IN**

1 **UNDERSTANDING WHY THE WATER QUALITY IS POOR IN YOUR**
2 **HOME AND ON IMPROVING IT?**

3 A. Yes. I called and received no response.

4

5 **Q. DO YOU FEEL THAT THE UTILITY GAVE YOU A SATISFACTORY**
6 **EXPLANATION?**

7 A. I received no response.

8

9 **Q. WHAT DID YOU DO THEN?**

10 A. I sought out third party explanations to improve my water and even installed a
11 complicated system from Sears that was later removed because it did not solve the
12 problem.

13

14 **Q. DID YOU HAVE ANY CONTACT WITH THE CUSTOMERS ADVISORY**
15 **COMMITTEE?**

16 A. No.

17

18 **Q. WHAT IS YOUR REQUEST TO THE PSC AT THIS TIME?**

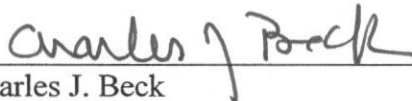
19 A. That Aloha Utilities be held responsible for the cost to replace the plumbing in my
20 house and that they be shut down, replaced or made to correct the problems with
21 their water.

1 Q. DOES THAT CONCLUDE YOUR TESTIMONY?

2 A. Yes.

**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