

ORIGINAL

MEMORANDUM

June 20, 2005

TO: DIVISION OF THE COMMISSION CLERK AND ADMINISTRATIVE SERVICES

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

RE: DOCKET NO. 050183-WU Request by homeowners for the Commission to initiate deletion proceedings against Aloha Utilities, Inc. for failure to provide sufficient water service consistent with the reasonable and proper operation of the utility system in the public interest, in violation of Section 367.111(2), Florida Statutes.

Attached is a letter dated June 15, 2005 from Stephen C. Reilly (OPC) to be filed in the above-referenced docket.

DATE DOCUMENT SENT TO CCA 6/20/05

RG/pz
Attachment

RECEIVED-FPSC
05 JUN 20 PM 2:09
COMMISSION
CLERK

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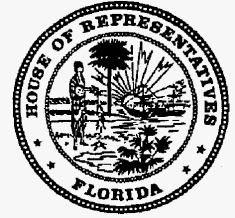
FPSC 001

TOM LEE
President

ALLAN BENSE
Speaker



STATE OF FLORIDA
OFFICE OF PUBLIC COUNSEL



Harold McLean
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Stephen C. Reilly
Associate Public Counsel

June 15, 2005

Paul Stallcup
Economic Supervisor
Division of Economic Regulation
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

EC
05 JUN 20 10:11:01
JULIAN

RE: PSC Water Quality Survey of Aloha Utilities - Seven Springs Area

Dear Mr. Stallcup:

I understand you are the person who is responsible for developing and conducting the Public Service Commission's Water Quality Survey of the Seven Springs Service area of Aloha Utilities. The customers of the Utility have made a number of suggestions to our office concerning the survey. These suggestions are designed to increase the number of responses and to better identify the various problems with the service and the exact extent of those problems.

Our office hopes you can use these suggestions to help design and conduct the Commission's survey.

If you have any questions, please feel free to call.

Sincerely,

Stephen C. Reilly
Associate Public Counsel

Enclosure
SCR/dsb

cc: Dr. Abraham Kurien
Mr. Wayne Forehand

OPC SUGGESTIONS FOR PSC SURVEY

The Commission’s official seal should be displayed on the front of the post card or envelope to each customer, together with the phrase in bold letters “**THE FLORIDA PUBLIC SERVICE COMMISSION WATER QUALITY SURVEY.**” Identifying the post card or letter as an official PSC survey may help alert customers that the card or letter is not an unsolicited offer from sellers of water testing or conditioning equipment, and may result in an increased percentage of responses to the survey. The survey should be presented in the following manner:

“Important Survey Concerning Your Water Quality”

This survey will help THE FLORIDA PUBLIC SERVICE COMMISSION determine if each customer of Aloha Utilities has any of the following problems, and the extent of those problems, with the water in domestic faucets during regular use.

	<u>Never</u>	<u>Rarely</u> (1-2x a year)	<u>Occasionally</u> (3x a year or more)	<u>Frequently</u> (once a month or more)	<u>Very Frequently</u> (at least once a week)	<u>Continuously</u> (daily)
Do you have a problem with black or discolored water?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a problem with your water having a bad odor or rotten egg smell?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a problem with poor water pressure?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you have poor customer relations with Aloha Utilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please feel free to provide specific examples of any of your responses to the above questions and ANY OTHER WATER QUALITY ISSUE that you have experienced.

OFFICE OF THE PUBLIC COUNSEL
c/o THE FLORIDA LEGISLATURE
111 WEST MADISON STREET
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TALLAHASSEE, FLORIDA 32399-1400



PAUL STALLCUP
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