

ORIGINAL

MEMORANDUM

August 18, 1999

RECORDS AND REPORTING

AUG 19 AM 11:22

RECEIVED FPSC

TO: DIVISION OF RECORDS AND REPORTING (BAYO)

FROM: RALPH JAEGER, DIVISION OF LEGAL SERVICES

RE: DOCKET NO. 960545-WS - INVESTIGATION OF UTILITY RATES OF ALOHA UTILITIES, INC. IN PASCO COUNTY.

Aloha currently has two limited proceedings (Dockets Nos. 980245-WS and 970536-WS) and a quality of service docket (Docket No. 960545-WS). This correspondence should be placed in Docket No. 960545-WS.

RRJ/lw

Attachment

cc: Division of Water and Wastewater (Lowe, Willis, McCaskill, J. Williams, Crouch, McRoy)

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DOCUMENT NUMBER-DATE

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FPSC-RECORDS/REPORTING

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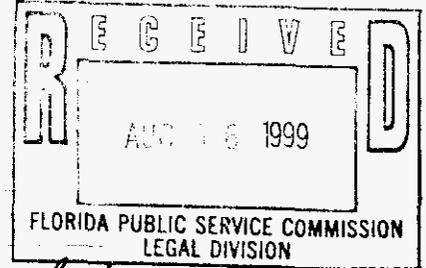
980245-WS

FPSC - Records/Reporting

① - EPA -
- Docket Issue -

7/31/99

Florida Public Service Commission
2540 Shmearl Oak Blvd.
Tallahassee, FL 32399-0867



Dear Sir:

We would like to register a complaint about the quality of the water provided by Aloha Utilities of Holiday, FL.

The water provided is black in color, has a bad taste and a foul smell. We wonder if this causes a health problem?

Aloha has claimed that the condition of the water is due to copper pipes in the homes in our area. We have friends and relatives who live in our area and who also have copper pipes in their homes but do not have Aloha Utilities providing water, and they do not have the same

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problems with their water. We wonder why?

Although we presently pay a high rate for our undesirable water Aloha would like us to pay additional money to provide a treatment plant to supposedly eliminate this problem. We do not feel that this is our financial responsibility.

Since we cannot purchase our water from another provider we feel we are being taken advantage of.

We are asking for help in inducing Aloha to provide us with clean palatable water or to switch us to another utility that will provide this rightful service.

Please enter this letter on

(3)

correspondence side of docket.

Thank you.

Sincerely yours

Mr. & Mrs. Joseph Massaro
1215 Middlesex Dr.
New Port Richey, FL
34655

(727) 376-7876