### State of Florida



# ORIGINAL Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

DATE: November 10, 1999

TO: Bill Lowe Assistant Director, Division of Water and Wastewater

FROM: Ralph Jaeger, Senior Attorney, Division of Legal Services

RE: Docket No. 960545-WS - Investigation of utility rates of Aloha Utilities, Inc. in

Pasco County.

Attached for your response are letters from Ms. Jane Campbell and Ms. Susan Nowack, which were forwared by Representaive Mike Fasano, on October 21, 1999 and November 4, 1999, respectively.

RRJ/lw

Attachment

cc:

Division of Records and Reporting (Bayo)

Division of Water and Wastewater (Walden, Daniel, Merchant, McCaskill, Willis,

Munroe, Crouch)

Division of Legal Services (Fudge)

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# Florida House of Representatives

**Majority Floor Leader** 

#### Mike Fasano

Representative, 45th District

Reply to:

№ 8217 Massachusetts Avenue
New Port Richey, FL 34653-3111
(727) 848-5885
fasano.mike@leg.state.fl.us

□ 1101 The Capitol
402 South Monroe Street
Tallahassee, FL 32399-1300

October 21, 1999

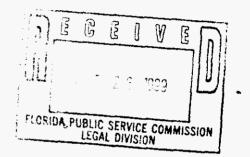
(850) 488-8528

Ralph Jaeger, Senior Attorney Florida Public Service Commission 2540 Shumard Oak Blvd. Tallahassee, FL 32399-0850

Dear Mr. Ladger of ph,

Committees

Chair, Health Care Licensing & Regulation
Health & Family Services Council
Finance & Taxation
Governmental Operations
Regulated Services



I received the attached correspondence from Ms. Jane Campbell a constituent of mine and a customer of Aloha Utilities. I would appreciate it very much if you would review her comments and make any remarks that you feel are appropriate.

Thank you in advance for your assistance. As always, if there is ever anything I can do for you please do not hesitate to call on me.

Yours truly,

Mike Fasano

State Representative, District 45

Majority Floor Leader

MF/gg

Attachments

cc: Jane Campbell

October 18, 1999



Mike Fasano State Representative 8217 Massachusetts Avenue New Port Richey, Fl. 34653

Dear Mike,

I know that you have been for a number of years trying to get Aloha Utilities to fix their water problem. I have lived in this area for many years but have hever had the problem as bad as it is now. About 1 ½ ago I even filled out a form from the state advising of the problem. (Survey Form). It seems that nothing can be done.

I am sending you a copy of these letters for information purposes to help you maybe get Aloha to do something since I know its been an on going battle.

Thank you,

Jane Campbell 4132 Rhone Drive New Port Richey, Fl. 34655 727-376-5065 October 18, 1999

First Choice Water Condition, Inc. 6150 Ridge Road
Port Richey, Fl. 34668

Dear Bruce,

I purchased a water condition from your company on Sept. 1, 1999. The water problem is still not solved and the smell is absolutely horrible. Please see enclosed copy of letter to Aloha Utilities.

I know that you have tried a number of times to fix the problem, but I feel that this condition is not doing what it is suppose to do. I would like you to either replace this unit or remove it and issue me a refund. Please contact me about this problem.

Sincerely,

Jane Campbell 4132 Rhone Drive New Port Richey, Fl. 34655 727-376-5065

cc: Mike Fasano, State Representative

October 18, 1999

Aloha Utilities 2514 Aloha Place Holiday, Fl. 34691

To whom it may concern:

I purchased a villa in RiversideVilla's in February 1999. Since I moved in the water has been absolutely horrible. My toilets are constantly stained with whatever is in the water and the fowl smell is horrendous. I have called your company two times yet I have never heard any response.

I originally thought it was due to opening pipes since this area was under Construction, but this is not the case.

In September I had a water condition installed and even this is not solving the problem of the bad water and fowl smell. I was told that since I am at the end of the block the water just lays in the pipes. Well this should not be.

I would appreciate it if someone could contact me about this and do something.

Sincerely

Jane Campbell 4132 Rhone Drive New Port Richey, Fl. 34655 727-376-5065

cc: First Choice Water Conditioning Company Mike Fasano, State Representative



# Florida House of Representatives

Majority Floor Leader

#### Mike Fasano

Representative, 45th District

#### Reply to:

- 8217 Massachusetts Avenue New Port Richey, FL 34653-3111 (727) 848-5885 fasano.mike@leg.state.fl.us
- ☐ 1101 The Capitol 402 South Monroe Street Tallahassee, FL 32399-1300 (850) 488-8528

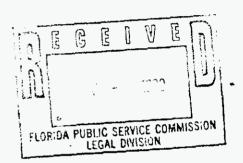
**Committees** 

Chair, Health Care Licensing & Regulation Health & Family Services Council Finance & Taxation Governmental Operations Regulated Services

November 4, 1999

Ralph Jaeger, Senior Attorney Florida Public Service Commission 2540 Shumard Oak Boulevard Tallahassee, FL 32399-0850





Enclosed is a copy of a letter I received from Susan Nowack regarding her Aloha Utilities bills. As you can see, Ms. Nowack has many questions and concerns about water bills. I am hoping that you or one of the Public Service Commission's staff members can work with her to get her the answers she is looking for.

Thanks in advance for your assistance. As always, if I can ever do anything for you, please do not hesitate to contact me.

Yours truly,

Mike Fasano

State Representative, District 45

Majority Floor Leader

MF/cmh Enclosure

HHad sangrass Blue. New Port Richey, Fr 3465 November 1999

Dear Mr. Fasano,

My water consumption is much the high for the time I spend at my home.

1. I am only home 1-2 days per week. Sometimes away for 10-14 days at a time

2. I questioned along little about the number spaces on my meter. 1st 4 spaces white background & spaces numbers moved
lest 2 spaces bit background I water usage

O painted on the meter face making 7 number

disits. It never can change.

When I questioned them about the O they don't know why it is there

3. Fire questioned them many times about my oxtra

high bills of \$160-70 per months & high

water usage. No suffished ion!

4. The had my whole sprinkler system chocked - No

heaks or bad heads et.

5. My toilets dont run fancets dont leak - No evidence of a leak in or around my house or yard. My meter does not show a leak.

Aloha utilities suggested that I pay \$ 20,00 (-n Jop of my high bills) to have my mater taken and tested If is shows eratic behavior they will leave a temporary one they may put it back in.

I don't see why I have to pay \$20,00 to nave this done!

· b. I read my meter on 10-12-49 270052 I subtracted the reading for 9-13-99 = 269210 0 842 0 991 used. It you look at my previous bill for 10-17-99 261910 C 8/13 previous 267301 0 267301 0 7/13 2692100 1909 0 get used cost \$70,25 How could I have used this much water? It's impossible. 7. Enclosed is a list-dates and times I read my meter - Meter Readings 8. For 10-13-99 - 11-15-99 they estimated 9-13- 269210 0 10-13 269413 (3) should be zero. (its the pointed on C usod gallons = 2033 bill for \$31.50 I don't know why they estimated this bill? My neighbor across the street has 2 people living there all the time has a sprinkler system both people tele showere she only used about 3000 gallons of water and her bill was about \$48.00. My other neighboracross the street has a pool and I paison lives there all the time - Her bil was \$ 47,00 My next door neighbors bill dropped from \$60.00 to \$35.00 2 people live in this house She may have turned her sprinkling off also. For 8-8-97-9-10-97 I was in New York they say Jused 18,270 gallons of water my bill was \$444.21 This seems alufully high as I was a way that whole period, of time.

As you can see I have the consistently much higher bills per munth them any of my neighbors. I'm not home enough it use that much water. It have enough to use that much water. It there must be something wrong.

Sincerely,

Susan S. Nowach

Susan Nowack 4420 Saugrass Blad New Port Richey, FL 34653

Meter Readings

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SENER 13.61 W CARBAGE FEE 2,77 2 STREET LIGHTS 2,00	
YOTAL AMOUNT DUE 31. 30	New Port Richty Fl. 34653

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Emergency 727-937-4275

CUSTOMER BILLING DATE DAYS

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WATER SEWER GARBAGE FEE 8.77 2.00 STREET LIGHTS

TOTAL AMOUNT DUE 64.37

SAWGRASS BLVD., 4420 METER # GOIRIPSI

Phone 727-907-4875 Night & Emergency 12: 537-4275

CUSTOMER **BILLING DATE** DAYS 20589 08/15/99 09/15/99 30 SERVICE PREVIOUS CURRENT USAGE 07/13 SRO 2654810 ,2673010 18200 PREVIOUS BALANCE 0.00 WATER 26.42 SEWER 31.93 GARBAGE FEE 8.77 STREET LIGHTS 2.00 TOTAL AMOUN 69.12

MAIL TO: 2514 Aloha Place

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CUSTOMER BILLING DATE DAYS 05/15/99 06/11/99 30 CERVICE PREVIOUS CURRENT MULT. USAGE 04/13 05/13-SRO 2612430 \_2625560 1 (13130 PREVIOUS BALANCE 0. 00 WATER 19.99 SEWER 31.93 GARBAGE FEE 8.77 STREET LIGHTS 2,00 TOTAL AMOUNT DUE 62.69

BILLING DATE CUSTOMER 06/15/99 09/14/99 20589 CURRENT SERVICE 05/13 06/13 SRO 2625560 2640350 1 PREVIOUS BALANCE 22.09 WATER 31. 93 SEWER 8.77 GARBAGE FEE 2.00 STREET LIGHTS 64.79 STOTAL AMOUNT DU

4420 METER # G0181951

CUSTOMER BILLING DATE 20589 01/15/99 02/06/99 30 ST DAVICE PREVIOUS CURRENT MULT. USAGE 12/13 01/13 3RO 2542120 2562760 1. 20640 'REVIOUS BALANCE 0.00 JATER 29.52 **SEWER** 31. 93 BARBAGE FEE 8.77 STREET LIGHTS 2.00 **FOTAL AMOUNT DUE** 72. 22

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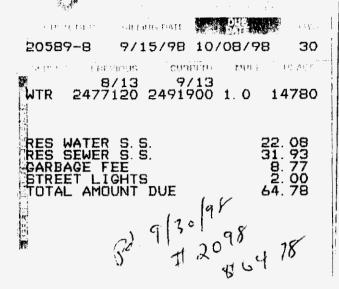
MAIL TO: 2514 Aloha Place Holiday, FL 34691

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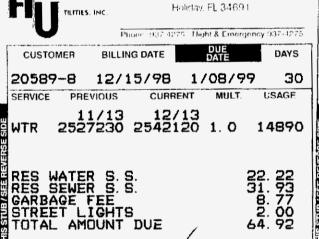
SAWGRASS BLVD., 4420

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MAIL TO: 2514 Aloha Place Holiday, FL 34691 TILITIES, INC. Phono: 937-4275 / Night & Emergency 937-4275 BILLING DATE CUSTOMER DAYS 20589 03/15/99 04/13/99 30 SERVICE PREVIOUS CURRENT MULT. USAGE <del>-02/13</del> \ 03/13 BRO / 2579380 2578870 1 17490 PREVIOUS BALANCE 0.00 WATER **28.04** BEWER 31. 73 CARBAGE FEE B. 77 2, 00 TOTAL AMOUNT DUE NOTA 70.76



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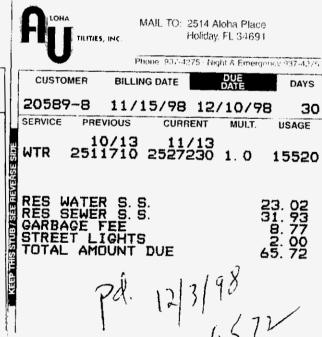


MAIL TO: 2511 Alpha Place

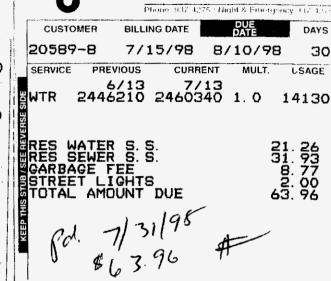
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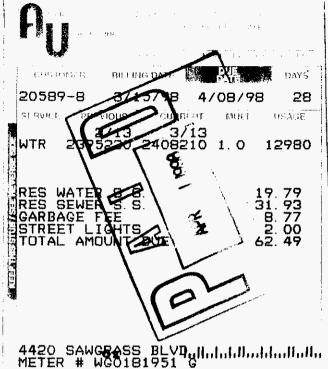
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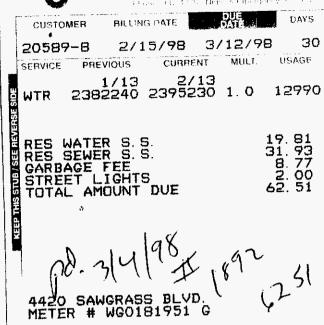
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THITTES, INC

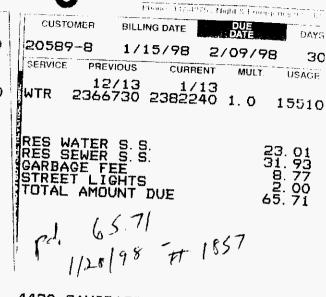


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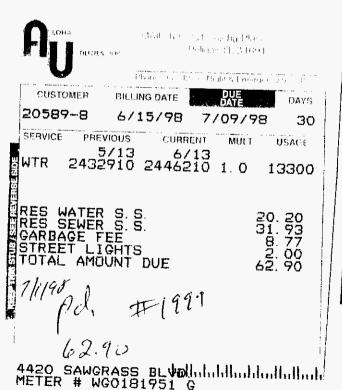
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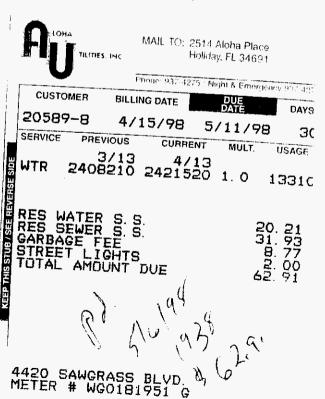
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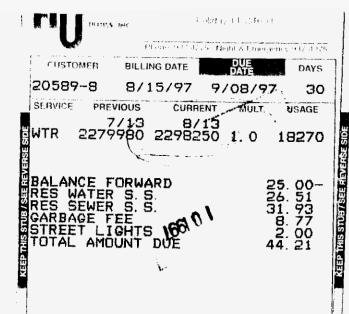
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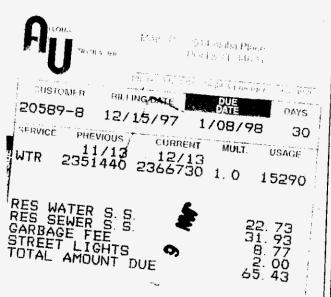
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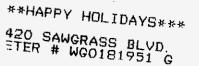
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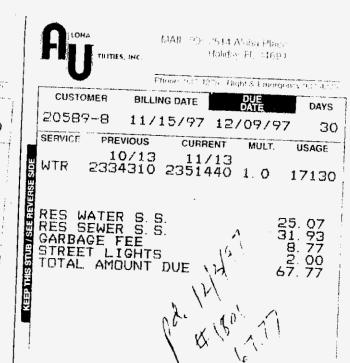
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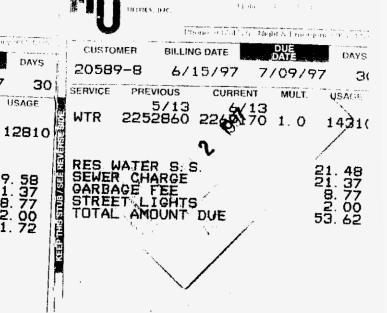
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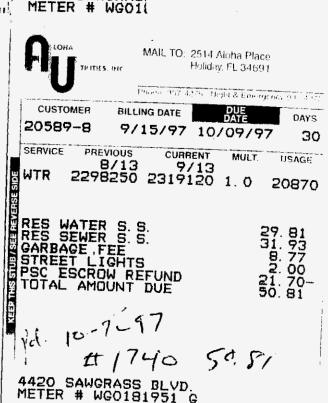


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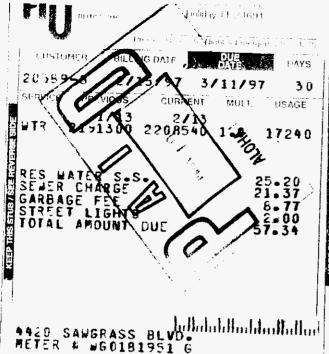


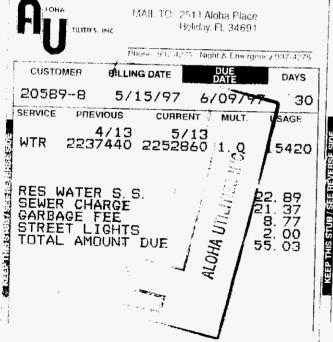






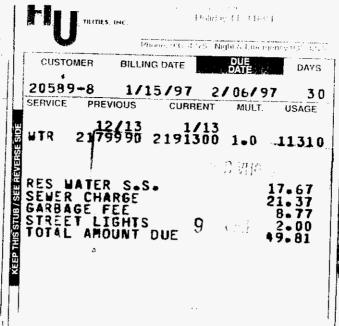
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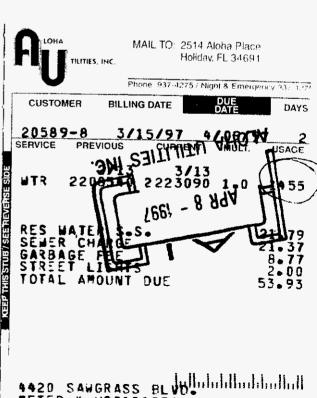


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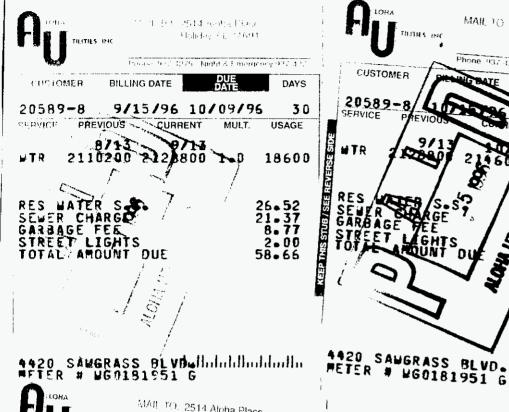
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METER # WG0181951 G

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4420 SANGRASS METER # MG0181/JA U





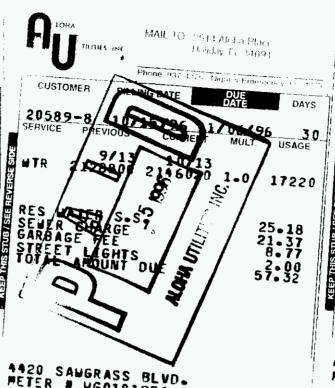
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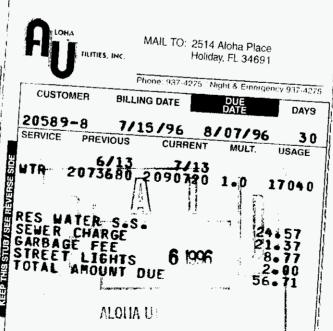
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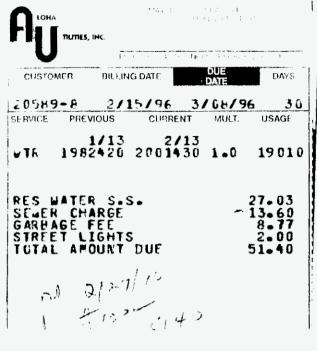
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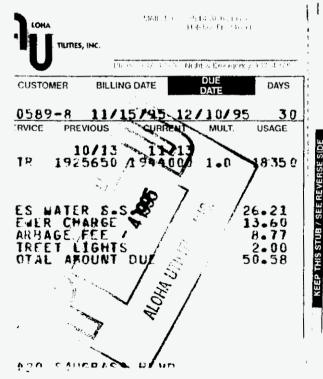
MAIL TO: 2514 Aloha Place Holiday, FL 34691

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4420 SAWGRASS BLVD. METER # WG0181951 G



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PLORA TRITIES, INC.

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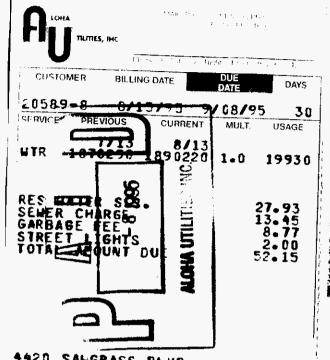
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SEMER CHA GARBAGE F	RGE			1.37 8.77
STREET LI	GHTS			2.00
TOTAL AND	UNT D	UE	٠.	76 77
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MAIL TO: 25 (4 Alena Place Heliday, Pt. 190)

Phone 9 (7-427) - Night 8 famous procy (137-427). CUSTOMER BILLING DATE DAYS 1/15/96 2/06/96 20589-8 SERVICE PREVIOUS CURRENT MULT. 12/13 1/13 1963260 1982420 1.0 19160 27.22 RES WATER S.S. SEWER CHARGE GARBAGE FEE 13.60 GARBAGE FEE STREET LIGHTS TOTIL AMOUNT DUE 8.77 2.00 51.59

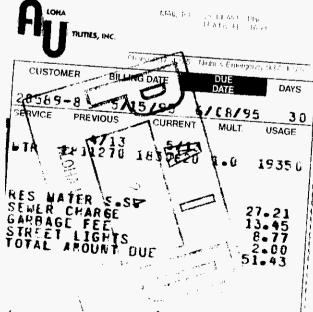
Pol. 51,59 2/9/90 # 986

hilling the saugrass BLVD.

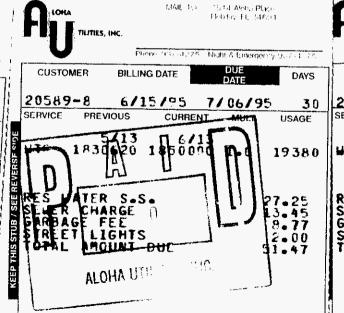


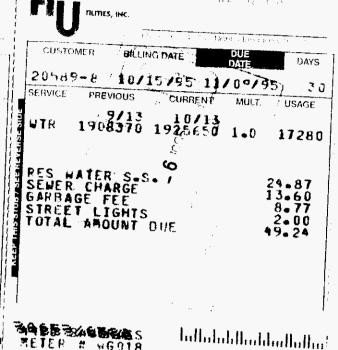
4420 SALGRASS BLVD. METER # WG0181951 G

1920 Callegane ....

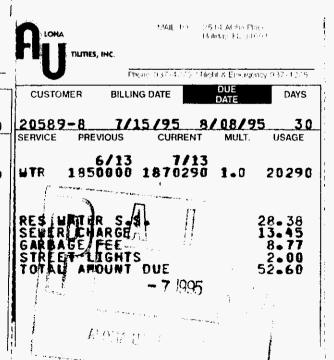








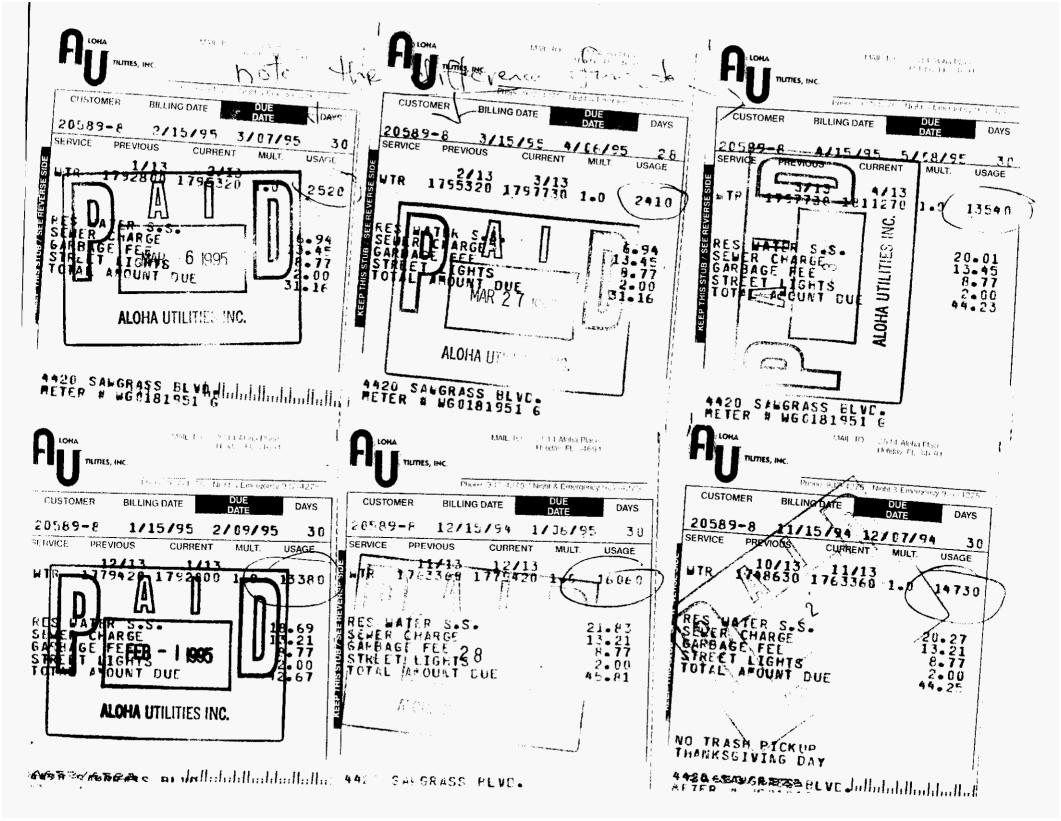
COMPLETE STREET

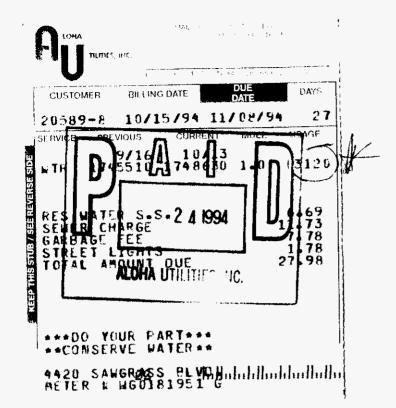


B \_

A498 CAUCRACE BLUB.

4428 SAMERASS BLVD.





only mater to be made to the mater to the ma Holiday, FL 34691 TILITIES, INC. Phone 7/7-937-4275 Highl & Emergency 727-037-4275 DAYS CUSTOMER BILLING DATE 30 09/15/99 10/19/99 20589 CURRENT MULT. USAGE PREVIOUS SERVICE 08/13 09/13SRO 2673010 2692100 1 19090 PREVIOUS BALANCE 27, 55 WATER **31.93** SEWER 8, 77 GARBAGE FEE 2,00 STREET LIGHTS 70, 25 TOTAL AMOUNT DUE

SAWGRASS 9LVD., 4420 Intelligible Intelligible Martin P