

State of Florida



Public Service Commission

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

DATE: December 28, 1999
TO: Bill Lowe, Assistant Director, Division of Water and Wastewater
FROM: Ralph Jagger, 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 is a letter from Kay Hammett dated December 20, 1999, which was forwarded by Representative Mike Fasano.

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)

- RRJ/lw
Attachments
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DOCUMENT NUMBER-DATE

15786 DEC 28 99

FPSC-RECORDS/REPORTING



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

December 20, 1999

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

Dear Mr. Jaeger:

I received the attached letter from a constituent, Ms. Kay Hammett of New Port Richey, regarding her Aloha Utilities' bill. As you can see Ms. Hammett is objecting not only to the bill but to the quality of the water she receives. I would appreciate it very much if you would review her correspondence and provide any assistance that you are able to.

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

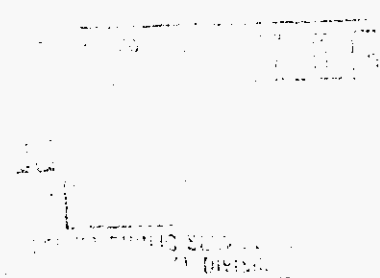
Yours truly,

Mike Fasano
State Representative, District 45
Majority Floor Leader

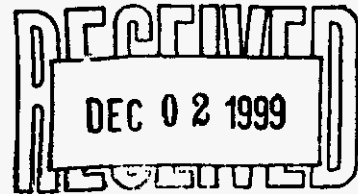
MF/gg

Attachment

cc: Kay Hammett



Dear Mike-



As you can see my bills
have always been high -
I am a widow, so you
know I can't see all
the water

Then too I have my own
well, so I do not know
why my bills are so high.

The neighbors with side are
mad as high as mine.
As you can see - there are
only 3 monthy bills here
than in the \$409 over.
K. HAMMERS

The Water ~~is~~ still ^{filled} with black particles
and it STINKS -



Kay Hammett
4420 Whitetail Ln.
New Port Richey, FL 34653-6646



Mr. Mike Friend

8217 Massachusetts Ave
New Port Richey, FL

34653+3111 



MAIL TO: 2514 Aloha Place
Holiday, FL 34691

Phone: 727-937-4275 / Night & Emergency 727-937-4275

CUSTOMER	BILLING DATE	DUE DATE	DAYS	
6965	01/15/99	02/06/99	30	
SERVICE	PREVIOUS	CURRENT	MULT.	USAGE
	12/13	01/13		
SRO	228420	235380	1.	6960
PREVIOUS BALANCE				0.00
WATER				12.15
SEWER				24.94
GARBAGE FEE				8.77
STREET LIGHTS				2.00
TOTAL AMOUNT DUE				47.86

HITETA^{IL} LANE, 4420
ETER # 49057071 p

1-30-99



MAIL TO: 2514 Aloha Place
Holiday, FL 34691

Phone: 727-937-4275 / Night & Emergency 727-937-4275

CUSTOMER	BILLING DATE	DUE DATE	DAYS	
6965	09/15/99	10/19/99	30	
SERVICE	PREVIOUS	CURRENT	MULT.	USAGE
	08/13	09/13		
SRO	275960	282030	1.	6070
PREVIOUS BALANCE				0.00
WATER				11.02
SEWER				22.89
GARBAGE FEE				8.77
STREET LIGHTS				2.00
TOTAL AMOUNT DUE				44.68

WHITETA^{IL} LANE, 4420
METER # 49057071 p

See 10-12-99



MAIL TO: 2514 Aloha Place
Holiday, FL 34691

Phone: 727-937-4275 / Night & Emergency 727-937-4275

CUSTOMER	BILLING DATE	DUE DATE	DAYS	
6965	08/15/99	09/15/99	30	
SERVICE	PREVIOUS	CURRENT	MULT.	USAGE
	07/13	08/13		
SRO	268740	275960	1.	7220
PREVIOUS BALANCE				0.00
WATER				12.48
SEWER				25.54
GARBAGE FEE				8.77
STREET LIGHTS				2.00
TOTAL AMOUNT DUE				48.79

WHITETA^{IL} LANE, 4420
METER # 49057071 p

See 9-5-99



MAIL TO: 2514 Aloha Place
Holiday, FL 34691

Phone: 727-937-4275 / Night & Emergency 727-937-4275

CUSTOMER	BILLING DATE	DUE DATE	DAYS	
6965	11/15/99	12/17/99	30	
SERVICE	PREVIOUS	CURRENT	MULT.	USAGE
	10/13	11/13		
SRO	235380	237000	1.	4500
PREVIOUS BALANCE				0.00
WATER				9.14
SEWER				18.43
GARBAGE FEE				8.77
STREET LIGHTS				2.00
TOTAL AMOUNT DUE				39.40

WHITETA^{IL} LANE, 4420
METER # 49057071 p

See 11-27-99



MAIL TO: 2514 Aloha Place
Holiday, FL 34691

Phone: 937-4275 / Night & Emergency 937-4275

CUSTOMER	BILLING DATE	DUE DATE	DAYS	
6965	03/15/99	04/13/99	30	
SERVICE	PREVIOUS	CURRENT	MULT.	USAGE
	02/13	03/13		
SRO	241210	246510	1.	5300
PREVIOUS BALANCE				0.00
WATER				10.04
SEWER				21.12
GARBAGE FEE				8.77
STREET LIGHTS				2.00
TOTAL AMOUNT DUE				41.93

WHITETA^{IL} LANE, 4420
METER # 49057071 p

See 3-25-99



MAIL TO: 2514 Aloha Place
Holiday, FL 34691

Phone: 727-937-4275 / Night & Emergency 727-937-4275

CUSTOMER	BILLING DATE	DUE DATE	DAYS	
6965	10/15/99	11/15/99	30	
SERVICE	PREVIOUS	CURRENT	MULT.	USAGE
	09/13	10/13	**EST**	
SRO	282030	282609	1.	579
PREVIOUS BALANCE				0.00
WATER				7.12
SEWER				10.26
GARBAGE FEE				8.77
STREET LIGHTS				2.00
TOTAL AMOUNT DUE				28.15

WHITETA^{IL} LANE, 4420
METER # 49057071 p

See 10-27-99



MAIL TO: 2514 Aloha Place
Holiday, FL 34691

Phone: 727-937-4275 / Night & Emergency: 727-937-4275

CUSTOMER	BILLING DATE	DUE DATE	DAYS
6965	06/15/99	07/14/99	30
SERVICE	PREVIOUS	CURRENT	MULT. USAGE
	05/13	06/13	
SRO	256200	263490	1. 7290
PREVIOUS BALANCE			0.00
WATER			12.57
SEWER			25.70
GARBAGE FEE			8.77
STREET LIGHTS			2.00
TOTAL AMOUNT DUE			49.04

WHITETAIL LANE, 4420
METER # 49057071



Holiday, FL 34691

Phone: 727-937-4275 / Night & Emergency: 727-937-4275

CUSTOMER	BILLING DATE	DUE DATE	DAYS
6965	05/15/99	06/11/99	30
SERVICE	PREVIOUS	CURRENT	MULT. USAGE
	04/13	05/13	
SRO	250460	256200	1. 5740
PREVIOUS BALANCE			0.00
WATER			10.60
SEWER			22.13
GARBAGE FEE			8.77
STREET LIGHTS			2.00
TOTAL AMOUNT DUE			43.50

WHITETAIL LANE, 4420
METER # 49057071



MAIL TO: 2514 Aloha Place
Holiday, FL 34691

Phone: 727-937-4275 / Night & Emergency: 727-937-4275

CUSTOMER	BILLING DATE	DUE DATE	DAYS
6965	07/15/99	08/13/99	30
SERVICE	PREVIOUS	CURRENT	MULT. USAGE
	06/13	07/13	
SRO	263490	268740	1. 5250
PREVIOUS BALANCE			0.00
WATER			9.98
SEWER			21.01
GARBAGE FEE			8.77
STREET LIGHTS			2.00
TOTAL AMOUNT DUE			41.76

WHITETAIL LANE, 4420
METER # 49057071



MAIL TO: 2514 Aloha Place
Holiday, FL 34691

Phone: 727-937-4275 / Night & Emergency: 727-937-4275

CUSTOMER	BILLING DATE	DUE DATE	DAYS
6965	04/15/99	05/13/99	30
SERVICE	PREVIOUS	CURRENT	MULT. USAGE
	03/13	04/13	
SRO	246510	250460	1. 3950
PREVIOUS BALANCE			0.00
WATER			8.33
SEWER			18.02
GARBAGE FEE			8.77
STREET LIGHTS			2.00
TOTAL AMOUNT DUE			37.12

WHITETAIL LANE, 4420
METER # 49057071