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November 20, 2002

VIA HAND DELIVERY

Bart Fletcher
Division of Economic Regulation
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0873

Re: Aloha Utilities, Inc.; PSC Docket No. 010503-WU
Our File No. 26038.35

Dear Bart:

Attached are copies of revised tariff sheets in order to implement the customer guarantee credits required pursuant to Order No. PSC-02-0593-FOF-WU issued in Docket No. 010503-WU for the Seven Springs system. I am attaching not only the tariffs themselves to reflect the policies that have now been implemented and are now contained in a standard procedure manual for the Utility, but also appropriate index pages to incorporate these revised tariffs in both the water and wastewater official tariff of the Utility. Please include these tariff sheets as quickly as possible and let me know when they are available for pick up.

If you have any questions in this regard, please let me know.

Sincerely,

ROSE, SUNDSTROM & BENTLEY



F. Marshall Deterding
For The Firm

AUS _____
CAF _____
CMP _____
COM _____ FMD/tms
CTR _____ cc: Blanca S. Bayo
ECR _____ Ralph Jaeger, Esquire
GCL _____ Mr. Stephen Watford
OPC _____
MMS _____
SEC I aloha\35\4fletcher.ltr
OTH _____

DOCUMENT NUMBER-DATE

12760 NOV 20 02

FPSC-COMMISSION CLERK

ALOHA UTILITIES, INC.
Water Tariff

FOURTH REVISED SHEET NO. 16.0
Cancels Third Revised Sheet No. 16.0

INDEX OF RATE SCHEDULES

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| General Service, G.S., Seven Springs | 17.0 |
| General Service, G.S., for Aloha Gardens and Tahitian Gardens | 17.1 |
| Held for Future Use | 17.6 |
| Residential Service, R.S., Seven Springs | 18.0 |
| Residential Service, R.S., for Aloha Gardens and Tahitian Gardens | 18.1 |
| Miscellaneous Service Charges | 18.5 |
| Customer Service Guarantees - Seven Springs | 18.7 |
| Fire Hydrants | 19.0 |
| Tapping Fees | 20.0 |

EFFECTIVE DATE:

Stephen G. Watford
ISSUING OFFICER

President
TITLE

ALOHA UTILITIES, INC.
Wastewater Tariff

FOURTH REVISED SHEET NO. 15.0
Cancels Third Revised Sheet No. 15.0

INDEX OF RATE SCHEDULES

General Service, G.S., Seven Springs 16.0
General Service, G.S., for Aloha Gardens 16.1
Residential Service, R.S., Seven Springs 17.0
Residential Service, R.S., for Aloha
Gardens 17.1
Miscellaneous Service Charges 17.2
Reclaimed Water Service 17.3
Customer Service Guarantees - Seven Springs 17.6

EFFECTIVE DATE:

Stephen G. Watford
ISSUING OFFICER

President
TITLE

Customer Service Guarantees - Seven Springs

1. APPOINTMENTS - Appointments will only be made for the need to get into a customer's home. If an appointment is made with a customer and not kept, a \$15.00 credit will be applied to a customer's account. However, if an appointment is made and circumstances occur beyond our control and the customer is contacted to reschedule the appointment, then no credit will be given.
2. SERVICE REPAIRS - Service repairs are made as soon as possible as reported. If an out of service repair exceeds twenty-four (24) hours, the customer's account will be credited \$15.00.
3. NON-PAYMENT DISCONNECTS - Service will be reconnected within twelve (12) hours of receipt of customer payment during the normal business day. If payment is made on Friday, services are subject to be reconnected on Monday. Failure to reconnect service within twelve (12) hours of receipt of customer payment during the normal business day or on Monday if payment is received on Friday, the customer's account will be credited \$15.00.

EFFECTIVE DATE:
TYPE OF FILING:

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