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DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

December 13, 2002

F. Marshall Deterding
Rose, Sundstrom & Bentley, LLP
2548 Blairstone Pines Drive
Tallahassee, FL 32301

Re: Docket No. 010503-WU - Application for increase in water rates for Seven Springs System in Pasco County by Aloha Utilities, Inc.

Dear Mr. Deterding:

We have received your letter dated November 25, 2002, regarding to Aloha Utilities, Inc.'s (Aloha or utility) status of the Commission ordered customer service and conservation measures. According to the utility's status report and staff's review, some customer service measures have not been fully implemented. In addition, staff has a few questions on some measures that appear to be fully implemented.

Customer Service Measures

1) According to the utility's status report, Aloha is drafting and adopting customer service procedures. a) Has Aloha completed a customer service manual pursuant to Order No. PSC-02-0593-FOF-WU? b) If so, provide a copy of the procedures manual. c) If not, provide a draft copy of the manual and the anticipated completion date.

2) With regard to the measure of processing and handling of all customer complaints within five days of receipt, Aloha stated that it has instructed its employees on this and the utility's conformance with this standard is now being tracked. Please explain how this standard is being tracked.

3) With regard to the measure of keeping busy signals below 5 percent of incoming calls, has the utility obtained the information statistics from the phone company? a) If so, (1) state the time period for the information received; and (2) state the percentage of busy signals for that time period. b) If not, (1) state the anticipated date the information will be obtained; and (2) state what additional steps the utility plans to take to comply with this measure.

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4) With regard to the measure of maintaining hold or wait time to less than one minute, describe how the utility tracks the hold time on calls.

5) With regard to the measure of returning all internal and external calls within 8 working hours, describe in detail what system the utility has in place to track this measure. If no tracking system is in place presently for this measure, explain why.

6) As of the date of this letter, the utility's on-line customer survey regarding preauthorized direct debit and payment via the Internet has not been completed. Why has the survey not been completed and what is the anticipated date the survey will be completed?

7) With regard to the Citizens' Advisory Committee (CAC), a) how many members does the CAC currently have; b) provide a copy of the CAC mailing list; and c) provide a copy of the agenda and a meeting summary for the CAC meeting that was scheduled for early December.

8) In the status report, Aloha stated that its website contained links to the Florida Public Service Commission and the Water Management District websites. However, as of the date of this letter, staff notes that the utility's website does not contain links to these sites. Further, as suggested by Order No. PSC-02-0593-FOF-WU, staff notes that the utility's website does not have the following: a "frequently asked customer questions" section; a section offering water usage calculations; and a line item explanation of a sample customer bill. Did Aloha consider adding these features, and if so, why were they not added? Also, are there any plans to add these features in the future, and if so, when?

Conservation Measures

1) With regard to the Water Auditor position, how many applicants are there currently for this position? Has the utility interviewed anyone to date for this position? If not, when does the utility expect to begin interviewing applicants for this position?

Conclusion

Please provide the above requested information by 12:00 noon on Friday, December 20, 2002. The deadline to implement the customer services measures as required by Order No. PSC-02-0593-FOF-WU was November 20, 2002. The utility should implement all outstanding measures by December 30, 2002, in order to avoid a possible show cause recommendation by staff. As such, Aloha should also provide another status report of the customer service and conservation measures by 5:00 p.m. on Monday, December 30, 2002.

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If you have any questions, please contact Bart Fletcher at (850) 413-7017 or by e-mail at bfletche@psc.state.fl.us.

Sincerely,

A handwritten signature in black ink that reads "Marshall W. Willis". The signature is written in a cursive style with a large initial "M" and a long, sweeping underline.

Marshall W. Willis
Bureau Chief of Rate Filings

MWW:sbf

cc: Division of Economic Regulation (Devlin, Merchant, Fletcher)
Division of Consumer Affairs (DeMello, Roland)
Office of the General Counsel (Jaeger)
Division of the Commission Clerk and Administrative Services